

Data Protection Notice

for South Leinster Citizens Information Employees



Data Protection Privacy Notice for South Leinster Citizens Information Employees

Who are we?

We are:

South Leinster Citizens Information Service.

Our company registered address is:

Tullamore CIC, The Bridge Centre, Tullamore, Co Offaly.

We are funded by:

The Citizens Information Board, a State agency, located at Georges Quay House,
43 Townsend Street, Dublin 2.

We provide:

Information, advice and assistance, and advocacy services.

This notice sets out the basis on which any personal data we collect will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Acts 1998-2018 and the General Data Protection Regulation (the GDPR) (EU 2016/679);

The data controller is:

South Leinster Citizens Information Service CLG.

Our data protection contact is the Regional Manager:

Ms. Susan Ryan, SLCIS, The Bridge Centre, Tullamore, Co Offaly.

We will keep your **personal data** for no longer than is required or permitted.

What personal information do we collect from you?

We may collect a range of personal information from you, including:

- Biographical information
- Contact information
- Banking information
- Details of emergency contacts
- Medical information
- Information relating to your employment in the organisation

You may give us personal data by:

- Applying for a role or roles in the organisation
- Providing information requested to Human Resources
- Taking part in training, employee surveys, performance appraisal processes, medical assessments
- Corresponding with us by phone, email or otherwise
- Applying for leave or other entitlements
- Attending at an office where CCTV (Closed Circuit Television) is in operation

What information about you do we obtain from others?

When you apply for a role in the organisation or become an employee, we may obtain, with your authorisation, the following categories of personal data from others:

- References from previous employers or activities
- Medical assessments
- Information from the Revenue Commissioners
- Information from the Department of Employment Affairs and Social Protection

You may complain to the Data Protection Commission if you are unhappy about the way we have processed your **personal data**.

Why do we collect this information?

We collect the information in order to employ you within the organisation.

We may use this information:

- To arrange for the payment of your wages or salary
- To assist us in HR processes such as the identification of training needs, performance appraisal processes, disciplinary processes, processes related to the management of leave or other entitlements
- To keep you up-to-date and informed in relation to the organisation and your role as an employee
- To contact nominated individuals in the event of an emergency

The legal bases for the processing of your data are:

- Processing is necessary for the performance of a contract which you have entered into with us or to take steps at your request prior to entering into a contract
- Processing is necessary for compliance with a legal obligation to which we are subject

From time to time, we may also collect sensitive or 'special category' data in the course of your employment. The legal basis for the processing of your special category data is:

- Processing is necessary for the performance of a contract which you have entered into with us or to take steps at your request prior to entering into a contract
- Processing is necessary for compliance with a legal obligation to which we are subject

Who do we share this information with?

We may share your personal data with the Citizens Information Board and with other organisations.

We attach at Schedule 1 a list of entities and categories of entities with which your personal data may be shared.

In addition, we may disclose your personal information to third parties:

- If there is a risk of serious harm to you or to another person or to property
- If we are under a duty to disclose or share your information in order to comply with any legal obligation
- If we are required to give evidence in court
- To get legal advice or to defend a legal right
- In the event of a disclosure relating to child abuse

How long do we keep hold of your information?

The time periods for which we retain your information depends on the type of information and the purposes for which we use it. We will keep your information for no longer than is required or permitted.

Do we transfer your information outside the European Union or European Economic Area?

No.

What are your rights with respect to your personal data?

You have the following rights:

- The right to access the personal data we hold about you
- The right to require us to rectify any inaccurate personal data about you without undue delay
- The right to have us erase any personal data we hold about you in circumstances such as where it is no longer necessary for us to hold the personal data or, in some circumstances, if you have withdrawn your consent to the processing
- The right to object to us processing personal data about you such as processing for profiling or direct marketing
- The right to ask us to provide your personal data to you in a portable format or, where technically feasible, for us to port that personal data to another provider provided it does not result in a disclosure of personal data relating to other people
- The right to request a restriction of the processing of your personal data

You may exercise any of the above rights by contacting the Development Manager or Regional Manager at any of the contact points on the previous pages.

You may lodge a complaint with your supervisory authority with respect to our processing of your personal data. The supervisory authority in Ireland is the Data Protection Commission. The website is **www.dataprotection.ie**.

What will happen if we change our Data Protection Notice?

This notice may change from time to time, and any changes will be notified to you and will be effective when notified.

This notice was last updated on 25th September 2020.

How can you contact us?

Our data protection contact can be contacted at any of the contact points listed above.

Schedule 1

We have set out below a list of third parties with whom we may share your data.

THIRD PARTY	DESCRIPTION
Any legal successors to the Citizens Information company	Where the Citizens Information company transfers its business to another company or merges with another company.
Citizens Information Board	<ul style="list-style-type: none"> In the provision of ICT hardware and software, networks and network storage, case management systems, email, telephony and helpdesk services In order to maintain business contact details In order to monitor compliance with funding agreements, service level agreements and other agreements In order to examine requests for additional staff or temporary staff or to assess aspects of the organisation's operations such as requirements for premises In order to provide advice in relation to employment practices and procedures generally In order to provide specific advice in relation to employment issues or queries, for example, the issuing of contracts or applications for incremental credit In the investigation of a complaint from a client in accordance with our complaints procedures In the provision of training courses including eLearning
ICT providers	Where ICT services such as network facilities, hardware, software, email, network storage, HR management systems or similar are provided by or maintained by a third party.
Revenue Commissioners	Where we provide returns to the Revenue Commissioners in line with our legal obligations.
External organisations nominated by you	<ul style="list-style-type: none"> Where you request payments to external organisations to be deducted from your wages or salary Where you request us to engage with external organisations to provide a reference Where you request representation in relation to an aspect of your employment, for example, from a trade union
Training providers	Where you take part in training as part of your employment.
Insurance companies	Where we engage with an insurance company in relation to an aspect of your employment.
Pensions companies	Where we engage with consultants, pensions companies or pensions trustees in relation to your pension entitlements.
HR support companies or other advisers	Where we require advice or support in relation to an aspect of your employment.
Recruitment companies	Where we use a third party to assist in recruitment competitions.
Shredding companies	Where we archive our files in facilities provided by a third party.
Medical practitioners	Where we request a medical assessment as part of your employment in the organisation.
Payroll companies	Where we outsource all or part of our payroll operations to a third party.
Archiving companies	Where we archive our files in facilities provided by a third party.
Shredding companies	Where our files are securely destroyed by a third party.

Citizens Information



[citizensinformation.ie](https://www.citizensinformation.ie)



0761 07 4000 - Mon to Fri, 9am - 8pm



Drop in - 215 locations nationwide