

(This document is for information purposes only)

Data Protection Privacy Statement for

<i>Gas Boiler Maintenance Programme 2024</i>
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Who we are and why do we require your information?

Limerick City and County Council seeks to promote the economic, social and cultural development of Limerick City and County and in doing so contribute significantly to improving the quality of life of its people. The delivery of high quality services, tailored to meet the needs of all our customers, remains one of Limerick City and County Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment. In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of Limerick City and County we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the General Data Protection Regulation (GDPR) and may relate to current, past and future service users; past, current and prospective employees; suppliers; and members of the public who may engage in communications with our staff. In addition, staff may be required, from time to time, to collect, process and use certain types of personal data to comply with regulatory or legislative requirements.

Why do we have a privacy statement?

Limerick City and County Council has created this privacy statement in order to demonstrate our firm commitment to privacy and to assure you that in all your dealings with Limerick City and County Council that we will ensure the security of the data you provide to us. Limerick City and County Council creates, collects and processes a significant amount of personal data in various multiple formats on a daily basis. Limerick City and County Council's commitment is that the personal data you may be required to supply to us is;

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date • Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject
- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

Data Protection Policy

Limerick City and County Council has a detailed Data Protection Policy, which outlines how we as a public body are committed to ensuring the security of any personal data you provide to us.

What is the activity referred to in this Privacy Statement?

The maintenance programme for Gas Boilers in Council properties both vacant and occupied. This refers to leased properties whereby the Council has a legal obligation to maintain the property and will also apply to all Council owned residential properties.

What is the basis for making the processing of personal data in this activity lawful?

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Limerick City and Council in accordance with Article 6(1)(e) of the General Data Protection Regulation, 2016/679 and in conjunction with the legislation listed below;

- S.I. No 183 of 2019 European Union (Energy Performance of buildings) Regulations 2019.
- Regulation 12 of the Housing (Standards for Rented Houses) Regulations 2019 (S.I. 137/2019) - Regulation 12 states installations for the supply of gas, oil and electricity including pipework, storage facilities and electrical distribution boxes shall be maintained in good repair and safe working order. The tenancy handbook (page 42) states that the Council accept responsibility for the maintenance of gas heating systems.

We require your contact details

In order to communicate with you, you will be asked for contact details. You do not have to provide all contact details but providing more, such as email, phone, address, makes it easier to communicate. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data. These contact details may also be used to verify your identity.

What other items of personal data do we need to undertake this activity?

Occupant's contact data as listed above – we do not require any further personal data to undertake this activity.

Is the personal data submitted as part of this activity shared with other organisations? Limerick City and County Council may, to fulfil statutory or regulatory obligations or in the public interest, from time to time, have to share personal data with other organisations or entities (in Ireland or abroad). Where this is required Limerick City and County Council shall have regard to the security and integrity of the data and will minimise the data shared.

In this process, the data will be shared with the following recipients:

Members of staff from Limerick City and County Council and the approved contractor and subcontractors tasked with carrying out the works.

In this activity, if the personal data is to be transferred to a different country, it will be transferred to the following countries (if there are no countries listed, it is not intended to transfer the personal data abroad).:

Data is NOT transferred to another country.

How long is this personal data held by Limerick City and County Council?

Limerick City and County Council has a detailed record retention policy which goes into more detail of the time period for which your personal data will be retained by Limerick City and County Council and what will happen to it after the required retention period has expired.

The data processed as part of this activity will be retained for the following period(s):

In accordance with Article 5 (e) of the General Data Protection Regulation, records will be kept for no longer than is necessary. As outlined in the National Retention Policy for Local Authority Records (Housing), records will be retained until works are carried out/or duration of planned programme expires + 7 years. Then offer to archivist. If no archivist retain indefinitely. For further details on record retention please click [here](#).

What will happen if the requested personal data is not provided?

Essential gas boiler maintenance will not be completed. This may result in a health and safety risk to tenants and others in the vicinity of the property, as well as non-compliance with statutory regulation.

Your Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Limerick City and County Council. You also have the right to data portability. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. To exercise these rights, you should contact Limerick City and County Council (Data Controller) at the following address: email: dataprotectionofficer@limerick.ie

Data Protection Officer,
Limerick City and County Council,
Merchants Quay,
Limerick

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Limerick City and County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their office at:

Telephone: 01 7650100
1800 437 737

E-mail: info@dataprotection.ie

Postal Address:
Data Protection Commissioner
21 Fitzwilliam Square South
Dublin 2
D02 RD28
Ireland