

**25**  
BLIANA  
YEARS

**Comhairle Contae  
Fhine Gall**  
Fingal County  
Council



Fingal Water Services Dept.

Privacy Statement June 2019



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## 1. Background Details

<b>Local Authority:</b>	Fingal County Council (The Council)
<b>Directorate:</b>	Environment and Water Services Dept.
<b>Department:</b>	Water Services
<b>Section/Service:</b>	Water Services Admin Unit, Blanchardstown D15
<b>Locations:</b>	HQ in Civic Centre, Grove Rd, Blanchardstown D15. Also various Water and Wastewater Plants and Depots in Leixlip, Ballycoolin D15, Swords, Malahide, North County, Balbriggan, Others.

Source: FCC Water Services Dept. 29/11/18

## 2. Water Services Privacy Statement – Service Definition, Purpose & Objectives

Fingal County Council (the Council) is responsible for the provision of an extensive range of public services including Water Services on behalf of Irish Water. The following is our **Privacy Notice** for the delivery of our Water Programme in conjunction with Dept. of Housing, Planning and Local Government, (DHPLG) Irish Water (IW) and Ervia, 3<sup>rd</sup> Party Suppliers and Contractors.

The following activities are undertaken across the Director’s Office, Administration, Surface Water Networks, Waste Water Networks, Leixlip and ‘Bog of the Ring’ Water Treatment Plants, Ballycoolin Regional Training Centre, Swords and Malahide Waste Water Treatment Plants, Mechanical, Electrical and Instrumentation Sections, Water Operations at Ballycoolin Depot, Drainage Operations and Direct Labour at Castlefarm Depot, Others.

- General Administration, Purchase Orders/Requisitions, Financial Information;
- Grant applications including Well Grants, Lead Replacement;
- Standpipe Permits;
- Surface Water Application Forms;
- Domestic Wastewater Treatment Systems - Refer to FCC Environment Section;
- Private regulated Water Suppliers;
- New water connection forms;
- LVP Cards and Fuel Cards;
- Other.

The 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 the Council that we will ensure the security of the data you provide to us.

Where IW activities are concerned IW is the Data Controller and the Council is (typically) the Data Processor.

### 3. Proposed Approach

In order to fully meet our statutory role including protection of personal data obligations, the Council's Water Services Department, (as per the Water Services Act 2013 (implemented on the 1st January 2014), seeks to provide the most effective and targeted range of water service supports to meet the on-going water needs of our citizens in Fingal.

In partnership with IW and other Government Departments, agencies and commercial 3<sup>rd</sup> parties, suppliers, other Council services, the Council administers, controls, collects, processes and uses certain types of personal identifiable information (PII) about people in various formats in its daily activities inc. the provision of water services (waste water, drinking water and surface water).

Where IW activities are concerned IW is the Data Controller and the Council is (typically) the Data Processor.

### 4. Types of Data

Depending on the water service being requested the information sought may include 'personal data' as defined by the existing Data Protection Act (s) (1988 and the Data Protection (Amendment) Act 2003) and by the recent 25<sup>th</sup> May 2018 General Data Protection Regulation (**GDPR**) and may relate to the personal circumstances of you (as an applicant) and members of your family who may also be part of your application.

### 5. Fingal Water Services Department Policy Commitment

The Council's Water Services Department policy commitment confirms 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 & limited to what is necessary for the expressed purpose for which it was obtained;
- Recorded, stored safely and accurately, and where necessary kept up-to-date;
- Kept only for as long as is necessary for the expressed purposes for which it was obtained;
- Kept in a format which readily 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.

## 6. Legal basis for the collection, processing and sharing of personal data as part of Water Services Department.

Fingal Water Services Water Services Department, may, for the purpose of its functions under the Water Services Acts 2014, request all of the information contained in any Water Services application form which has been devised by the Department of Housing, Planning & Local Government for use by all local authorities and by the Council.

## 7. What Personal Data do we collect?

In order to process your application for various services – See section xx we will require you to provide us with the following

- (a) Name
- (b) Address
- (c) Contact Details
- (d) DOB
- (e) PPN
- (f) Other

## 8. Why do we collect it?

**Legal Obligation:** Under the **Water Services Act 2014** we are required to request this data in order to provide this service.

**Public Services Task (s):**

## 9. What do we do with it?

We will only use this data to process your application/request.

## 10. How do we protect it?

The security of your personal information is important to us. The records we keep about you are secure and confidential within the Council. The Council has a range of procedures, policies and systems in place to ensure that access to your data is controlled appropriately. These include:

Encryption, meaning that data cannot be read without special knowledge, such as a password.

Controlled access to systems and networks, which allows us restrict access to your data to those members of staff who have approval to do so.

Training for staff in data protection policies and procedures.

## 11. Do we share it?

Your information will not be shared with other organisations unless we have your consent or there is a legal basis for doing so.

## 12. How long do we keep it?

The data we collect and the records we create based on that data are subject to a Retention Schedule, which outlines how long we will hold the data, and what we will do with it after the period of retention has expired.

A copy of our Record Retention Policy can be accessed at:  
<http://fingal.ie/media/Record%20Management%20Policy.pdf>

The National Retention Policy can be found at:  
[http://fingal.ie/media/2002\\_national\\_retention\\_policy\\_for\\_local\\_authority\\_records\\_2.pdf](http://fingal.ie/media/2002_national_retention_policy_for_local_authority_records_2.pdf)

## 13. Know you're 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 the 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 Fingal County Council. 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. Please note that to help protect your privacy, we take steps to verify your identity before granting access to personal data.

To exercise these rights you should take the following steps,

Requests for personal data held by the Council must be made in writing by post or e-mail to:-

Data Protection Officer, Corporate Affairs & Governance Department,  
Fingal County Council, Main Street, Swords, Co. Dublin  
E-mail: [Data.Officer@fingalcoco.ie](mailto:Data.Officer@fingalcoco.ie)  
Tel: 01 890 5162

#### 14. Complaints Procedure

If you are not satisfied with the outcome of the response you received from the Council via the Fingal Data Protection Office (DPO), in relation to your request, and then you are entitled to make a complaint to the **Data Protection Commissioner** (DPC) who may investigate the matter for you.

The Data Protection Commissioner's website is: <https://www.dataprotection.ie/en/contact/contact-our-dpo>

or you can contact their Office at:-

Lo Call Number: 1890 252 231

E-mail: [info@dataprotection.ie](mailto:info@dataprotection.ie)

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

#### 15. Useful Reference web links

<http://fingal.ie/your-council/dataprotection/>

<http://www.fingal.ie/privacy/>

<http://www.fingalcoco.ie/water-and-drainage/>

<https://alerts.fingal.ie/en/latest-alerts>

[www.lasntg.ie/training-centres/ballycoolin-training-centre](http://www.lasntg.ie/training-centres/ballycoolin-training-centre)

[www.dataprotection.ie](http://www.dataprotection.ie)

<https://www.housing.gov.ie/corporate/compliance/data-protection/data-protection>

<https://www.housing.gov.ie/water/water-services/water-services>

<https://www.cru.ie/privacy-statement/>

[www.water.ie](http://www.water.ie)