



Comhairle Cathrach & Contae Phort Láirge  
Waterford City & County Council

## **Waterford City & County Council Privacy Statement**

This privacy notice provides information about the ways in which Waterford City & County Council (WCCC) collects, stores, processes, shares or keeps personal information provided by our customers.

### **Online customer applications, payments, queries or complaints**

WCCC provides a wide range of services; on our websites we have a number of online forms which allow customers to submit an application, a payment or a query/complaint.

On our forms, among the personal information that can be collected is: name, address, telephone number & email address. If appropriate, these details are logged into our CRM (Customer Relationship Management) system which facilitates staff in service areas of the Council to address and resolve queries /complaints and respond to customers with updates or to seek further information.

When a customer uses any of our online payment forms, a session cookie is created. This creates a unique identifier, ensuring that your payment details can only be attached to your application, guarding against fraudulent activity.

Customer usage is tracked to ensure that customers supplying payment information can do so in a safe and secure manner. These session cookies have a short lifespan and 'time-out' after a short period of time. The cookies are not logged by WCCC and we do not retain a record. For more information, see our [Cookie Policy](#).

We do not market or send alerts to members of the public who contact us using the above forms. We do, however, operate a separate SMS based alerts service called MapAlerter – see [www.mapalerter.com/waterford](http://www.mapalerter.com/waterford)

### **Searching Our Website**

The search facility on our website is an internal search function and only returns information that appears on the website.

### **Calling our Customer Service Centre**

Customer contacts by phone are either responded to directly or logged into our CRM (Customer Relationship Management) System so that tasks/queries can be allocated across the Council service areas.

### **Emailing us / Social Media contacts**

Any emails sent to our general email [contact@waterfordcouncil.ie](mailto:contact@waterfordcouncil.ie) are handled by our internal Customer Service Centre and are either responded to directly, or logged to our

CRM (Customer Relationship Management) system. Some messages do not require a response and so are not logged. Private Facebook messages, using the messenger application, or 'Direct Messages' on Twitter (DMs) are handled similarly.

Any emails sent to other emails related to Council services (e.g. [planning@waterfordcouncil.ie](mailto:planning@waterfordcouncil.ie) or [finance@waterfordcouncil.ie](mailto:finance@waterfordcouncil.ie)) are handled by Council staff in that specific department. The sender's email address will remain visible to all staff tasked with dealing with the query.

Please be aware that it is the sender's responsibility to ensure that the content of their emails is within the bounds of the law. Unsolicited material of a criminal nature will be reported to the relevant authorities and blocked.

### **Disclosure**

As far as possible, we will not disclose personal data without consent. We will not disclose your personal data to third parties except in instances where an individual has consented to the disclosure, or we are obliged by law to disclose the data.

### **General Data Protection Regulations (GDPR) – see [gdprandyou.ie](http://gdprandyou.ie)**

Under the General Data Protection Regulations (GDPR) customers have the following rights:

- obtain details about how their data is processed by WCCC
- obtain copies of personal data that WCCC holds on them;
- have incorrect or incomplete data corrected;
- have their data erased by WCCC, where, for example, the Council has no legitimate reason for retaining the data;
- obtain their data from WCCC and to have that data transmitted to another organisation (Data Portability);
- object to the processing of their data by WCCC in certain circumstances;
- not to be subject to (with some exceptions) automated decision making, including profiling.

Any requests should be directed to the Data Protection Officer – contact details below.

### **Changes to our Privacy Statement**

This is a live document, under regular review. This statement was last updated in May 2018.

### **How to contact us**

If you require further information regarding our Privacy Statement, you can contact us at [dataprotection@waterfordcouncil.ie](mailto:dataprotection@waterfordcouncil.ie) or write to us at: Data Protection Officer, Waterford City & County Council, City Hall, The Mall, Waterford, X91 PK17. Tel: 0761 102020