



## Form for Complaint Concerning Clamping

If you wish to make a complaint concerning a parking controller or a clamping operator, please **complete** this form and return it to:

**Clamping Regulation Section,  
National Transport Authority,  
1<sup>st</sup> Floor,  
Dún Scéine,  
Iveagh Court,  
Harcourt Lane,  
Dublin 2.**

or send it by e-mail to:-

[clamping@nationaltransport.ie](mailto:clamping@nationaltransport.ie)

***Please carefully read the notes at the end of this form before completion.***

Version: Aibreán/April 2019  
Irish Language Version available on request

## Form for Complaint Concerning Clamping

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Your Postal Address (including your Eircode where applicable):

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Your E-mail Address:

Would you like to correspond with the National Transport Authority (NTA) regarding your appeal via e-mail (please tick one)? Yes  No

Your Contact Number:

Registration Number (of the clamped/ relocated vehicle concerned, if applicable):

Date of Incident (**note your complaint must be received by the NTA within 60 days of this date**):

Location where the Incident Occurred:

Name of Parking Controller or Clamping Operator:



List of Enclosed Documentation (please only enclose copies – originals will not be returned):


*Note: if photographs are included, please indicate the date and time they were taken, if this information is not printed on the images.*

**Declaration (which must be signed):**

I wish to make a complaint, the details of which are contained in this form, to the National Transport Authority (NTA) in accordance with Section 18(1) of the Vehicle Clamping Act 2015. I have read and understood all the notes (1 to 6 inclusive) on the next page, the *Note on Personal Information* immediately below this paragraph and the *Privacy Notice for Vehicle Clamping Complaints Service* at the foot of this form.

**Note on Personal Information:**

*If you choose to submit personal information to us for the purpose of a complaint, we will only use that information in line with the purpose for which you provided it. We will only share your details with another agency if it is required by law in the pursuance of your complaint. We will retain your data for a period of three (3) years after which time your data will be securely deleted. You have the right to access your personal data and to have inaccurate data concerning you amended without undue delay (please write to the NTA at [privacy@nationaltransport.ie](mailto:privacy@nationaltransport.ie) or by post to Dún Scéine, Iveagh Court, Harcourt Lane, Dublin 2 if you require more information in this regard or you wish to exercise these rights). The NTA does not collect personal data for commercial purposes.*

**Signed:** \_\_\_\_\_  
**(Original signature required)**

**Date:** \_\_\_\_\_

## Notes:

1. The form **should be completed in full and must contain an original signature**. Submission of an incomplete form, a form which does not contain an original signature or a form which contains inaccurate information may preclude motorists from accessing the complaint process.
2. The completed form must be submitted **within 60 days** of the date of the incident(s) being complained of.
3. You may include additional pages if there is insufficient space on the form to accommodate all the information you wish to provide in support of your complaint.
4. In submitting this form to the NTA, you are consenting to the NTA accessing, viewing and considering the records, images, data and files of the relevant parking controller with regard to the matters which are the subject of the complaint and to the NTA making contact with you, as necessary, in order to facilitate the processing of your complaint. If there is a method of contact with you which you do not wish the NTA to make use of, please state this clearly in the "Details of Complaint" section of the form.
5. All relevant supporting documents (copies only) should accompany this form. When submitting supporting information to [clamping@nationaltransport.ie](mailto:clamping@nationaltransport.ie), the complainant should note that only the following file formats are acceptable: JPEG, GIF, PNG, IMG, MP3, MP4 & MOV. Portable media can also be facilitated subject to appropriate anti-virus measures. It should be noted that the NTA email server will automatically reject emails incorporating files in EXE, DLL or MSI formats. The NTA server will also reject emails which contain other emails.
6. The complainant is requested to ensure that files are attached to email submissions and not embedded therein. The complainant is also advised that the maximum file size which can be accepted by the NTA in a single email is 35mg (i.e. the total size of the email and any files attached thereto, cannot exceed 35MB). **The NTA assumes no responsibility for the non-receipt of submissions which do not adhere to these I.T. guidelines.**

## **National Transport Authority**

### **Privacy Notice for Vehicle Clamping Complaints Service**

This Privacy Notice is issued by the National Transport Authority of Dún Scéine, Iveagh Court, Harcourt Lane, Dublin 2 (“NTA”, “we”, “us”, “our”).

The vehicle clamping complaints service (the “service”) is provided by the NTA in accordance with the provisions of Part 3 of the Vehicle Clamping Act 2015. The purpose of this notice is to inform you of the data relating to you that we may collect and use in connection with the service and the uses (including disclosures to third parties) we may make of such data.

If you have any questions about our use of your personal data, please contact us at [privacy@nationaltransport.ie](mailto:privacy@nationaltransport.ie). You can also contact our Data Protection Officer at [privacy@nationaltransport.ie](mailto:privacy@nationaltransport.ie).

#### **Personal Data that we Collect and Process**

We will collect and process personal data relating to you in connection with your clamping complaint. This personal data may include:

- your name and contact details, including your address, phone number and email address;
- the registration number of your vehicle (if applicable);
- details of when and where your vehicle was clamped (if applicable);
- information concerning the clamping of your vehicle (if applicable) and information received from the parking controller (the company the subject of your complaint); and
- any other personal data relating to you that you provide to us or that we generate about you in connection with your complaint.

#### **Purposes of Processing and Legal Basis**

We will use personal data relating to you for the purposes of:

- facilitating the processing of your clamping complaint;
- establishing, exercising or defending legal claims; and
- performing our functions as a public authority and complying with our legal obligations.

We will not be in a position to deal with your complaint submission if you do not provide a minimum amount of personal data.

The legal bases on which we process your personal data are:

- that this is necessary for the performance of tasks that we carry out in the public interest or in the exercise of official authority vested in us by law, specifically sections 11(2) and 73 of the Dublin Transport Authority Act 2008, Part 3 and sections 26 and 28 of the Vehicle Clamping Act 2017;
- that this is necessary for compliance with a legal obligation that applies to us.

## **Recipients of Data**

We may disclose your personal data to other organisations in connection with the above purposes, particularly:

- Parking controllers;
- Clamping operators;
- The NTA's IT providers; and
- other public authorities and bodies where required or permitted by law, such as An Garda Síochána, for the purposes of the prevention, investigation or detection of crime.

## **Retention**

We will not hold your personal data for longer than is necessary. We retain your personal data for as long as we need it for the purposes described in this Notice, or to comply with our obligations under applicable law and, if relevant, to deal with any claim or dispute that might arise between you and us. The NTA has determined that personal data relating to vehicle clamping complaints is retained for no longer than three (3) years from the final determination of your complaint.

## **Your rights**

You have the following rights, in certain circumstances and subject to certain restrictions, in relation to your personal data:

- the right to access your personal data;
- the right to request the rectification and/or erasure of your personal data (erasure may not be available where a complaint has been determined);
- the right to restrict the use of your personal data;
- the right to object to the processing of your personal data.

If you wish to exercise any of the rights set out above, please contact us at [privacy@nationaltransport.ie](mailto:privacy@nationaltransport.ie).

## **Updates**

We may occasionally update this policy. We encourage you to periodically review this policy for the latest information on our privacy practices.

## **Complaints**

If you are not happy with the way we are using your personal data or how we facilitate your rights or comply with our obligations under applicable data protection law, you have the right to make a complaint to the Data Protection Commissioner by emailing [info@dataprotection.ie](mailto:info@dataprotection.ie).