**National Transport Authority**

**Privacy Notice for Passengers Rights**

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

The NTA is the responsible national enforcement body in relation to the rights of passengers when travelling by bus, coach, rail, sea and inland waterway. The purpose of this Notice is to inform you of the data relating to you that we may collect and use in connection with complaints/appeals that you may make to us in the context of our role as the national enforcement body or an appeal body, (as the case may be), 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 complaint/appeal. This personal data may include:

* your name and contact details, including your address, phone number and email address;
* details of the booking with a transport operator that is the subject of your complaint, including details of other persons;
* information concerning the nature of your complaint/appeal, including communications that you may have had with the transport operator; and
* any other personal data relating to you that you provide to us or that we generate about you in connection with your complaint/appeal.

Purposes of Processing and Legal Basis

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

* processing your complaint/appeal;
* our regulatory enforcement actions;
* establishing, exercising or defending legal claims; and
* performing our functions as a public authority and complying with our legal obligations.

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, including under the Dublin Transport Authority Act 2008 (as amended), the European Union (Rights of Passengers when Travelling by Bus and Coach Transport) Regulations 2013 (S.I. No. 152 of 2013), the European Communities (Rail Passengers’ Rights and Obligations) Regulations 2010 (S.I. No. 646 of 2010), and the European Union (Rights of Passengers when Travelling by Sea and Inland Waterway) Regulations 2012 (S.I. No. 394 of 2012); and
* 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:

* the transport operator that is the subject of your complaint/appeal;
* IT service providers; and
* other public authorities and bodies where required or permitted by law.

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.

Requirement to Provide Personal Data

You are not under a statutory or contractual obligation to provide us with any personal data. However, there are some pieces of information that you must provide to us so that we can process your complaint/appeal. If you do not provide us with the information required, we may not be in a position to deal with your complaint/appeal.

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 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 Commission by emailing [info@dataprotection.ie](mailto:info@dataprotection.ie).