



National Transport Authority

Privacy Notice for Clamping Regulation Section

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 appeals and complaints service (the “**service**”) is a 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.

Personal Data that we Collect and Process

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

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

Purposes of Processing and Legal Basis

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

- processing of your clamping appeal and/or 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 appeal/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 and Part 3 of the Vehicle Clamping and Signage Regulations 2017; and

- that this is necessary for compliance with a legal obligation that applies to us.

Safeguards Adopted in relation to Processing

We use a variety of procedures and security measures and technologies to protect your personal information against unauthorised access, use or disclosure.

Only staff members who are suitably authorised can access your personal information where that information is relevant to the performance of their duties in accordance with legal or regulatory obligations. This includes staff working for third parties under contract to us.

We use internal technical and organisational measures to protect your personal information from unauthorised access, to maintain data accuracy and to help ensure the appropriate use of your personal information.

These security measures include firewalls, intrusion detection systems, protection of facilities where personal information is stored, checks for personnel that access physical facilities, and strong security procedures across all operations.

Recipients of Data

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

- 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 appeals/complaints is retained for no longer than four (4) years from the final determination of your appeal/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 is not available where an appeal/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; and

If you wish to exercise any of the rights set out above, please contact us at 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.