

PRIVACY STATEMENT

ACTS Transport is the trading name of Accessible Community Transport Southside by Guarantee registered in Ireland.

Company number 345726. Charity number 14990.

Our registered office is located at:

Unit 9A Nutgrove Enterprise Park, Nutgrove Way, Rathfarnham, Dublin 14. D14 A8P7

Data Protection Officer: Anita Atkinson

Introduction

The Data Protection laws changed on 25th May 2018 with the introduction of GDPR - General Data Protection Regulation. GDPR is designed to protect the Personal Data of individuals and give them more control over how their information is used. Personal Data is information on a living person which identifies them such as their Name and Address which would have been submitted to us on your application to ACTS Travel Club.

Here at ACTS Transport we are committed to respecting your privacy and complying with the Data Protection Laws. We will only use your personal information to administer your account and provide you with the service you requested from us being door to door accessible transport across the areas of Dun Laoghaire Rathdown and South Dublin County Council areas.

GDPR will have no impact on the service we provide to you. It does however require us to inform you on the following:

1. The Personal Data we have about you
2. Why we have and need this Personal Data
3. The legal basis for us to obtain, process and retain your Personal Data
4. Your rights in relation to how this information is processed
5. What is a Data Breach and what do we do if it happens

1. The Personal Data we hold about you

Name

Address

Contact details such as email, telephone number

Date of Birth

Gender

Mobility restrictions and types of Mobility Equipment used if any

Emergency contact number/ address

Contact notes in relation to bookings

Records of payments and arrears on Sage

Credit Card payments are processed using a Worldpay Card Terminal and we are fully compliant with the terms and conditions set out for us by The Payment Card Industry Data Security Standard (PCI DSS)

2. Why we need this information

In order to join ACTS Transport you fill in a Membership form informing us of your personal details which we need to carry out our obligations under that contract and provide you with the service you have requested from us.

This information is inputted into our Community Transport Data Base and Scheduling System called CTX. Our computers and software are encrypted and we do not pass any of your personal information on to a third party.

3. The legal basis for us to obtain, process and retain your Personal Data

The processing is necessary for the performance of a contract to which the Data Subject is party or in order to take steps at the request of the Data Subject prior to entering into a contract.

4. Your rights in relation to how this information is processed

1. The right to be informed (Article 13 & 14 of the GDPR)

2. The right of access (Article 15 of the GDPR)

You have the right to request access to the Personal Data we have about you

3. The right to rectification (Article 16 & 19 of the GDPR)

You have the right to request that we rectify any incorrect information we hold about you and we encourage you to update us on any changes in your circumstances.

4. The right to erasure (Article 17 & 19 of the GDPR)

In certain circumstances you may have the right to request that we delete your Personal Data if there is no need for us to continue processing it

4 (a) The right to withdraw consent – if we are processing your personal data on the legal basis of consent you have the right to withdraw your consent at any time. If you withdraw your consent we will no longer be able to continue processing on your behalf.

5. The right to restrict processing (Article 18 of the GDPR)

You have the right to object to processing based on legitimate interests including profiling for the purpose of direct marketing.

6. The right to data portability (Article 20 of the GDPR)

You can request your Personal Data to be sent to you in a structured format so as to be transmitted to another controller

7. The right to object (Article 21 of the GDPR)

You have the right to object to certain types of processing of your Personal Data where this processing is carried out in connection with tasks in the public interest, or under official authority, or in the legitimate interests of others

How do you object to processing?

In order to object to processing, you must contact the data controller and state the grounds for your objection. These grounds must relate to your particular situation. Where you have made a valid objection, the data controller must cease processing your personal data, unless the data controller can provide compelling legitimate reasons to continue processing your data. Data controllers can also lawfully continue to process your personal data if it is necessary for certain types of legal claims.

8. The right to automated decision making and profiling (Article 22 of the GDPR)

You have the right to not to be subject to a decision based solely on automated processing. Processing is “automated” where it is carried out without human intervention and where it produces legal effects or significantly affects you.

9. The right to lodge a complaint with the Data Protection Commissioner (Article 78 of the GDPR)

You have the right to lodge a complaint with the Data Protection Commission if you consider that processing of your personal data is contrary to the GDPR. Under Article 78 of the GDPR, you have a right to an effective judicial remedy where the Data Protection Commission does not handle your complaint, or does not inform you within three months on the progress or outcome of your complaint. Under Article 80, you may authorise certain third parties to make a complaint on your behalf. Complaints to the Commission should be made in writing and addressed to: info@dataprotection.ie or The Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois The Data Protection Commissioner also operates a helpdesk function, which is contactable at 0761 104 800 or LoCall 1890 252231

5. What is a Data Breach and what do we do if it happens

A **data breach** is a **security** incident in which sensitive, protected or confidential **data** is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so.

We have systems in place to try to prevent this from happening such as all our computers and software are encrypted but in case any information was to be stolen we would report the breach to the DATA PROTECTION COMMISSION without undue delay, not later than **72 hours** after becoming aware of it.

We would also notify any of our customers this would impact.

Privacy Policy Review

We will review and update this Privacy Statement on an ongoing basis. This was last reviewed January 2019.

If we wish to use your personal data for a new purpose not covered by this Privacy Statement then we will provide you with a new notice.

The new notice will explain the new use of your personal data prior to commencing the processing. It will set out the relevant purposes and processing conditions.