



Wexford County Council

Finance Section - Payments

Privacy Statement

Version July 2021

Who we are and why do we require your information?

Wexford County Council seeks to lead the economic, social, cultural and environmental development of the county and to provide high quality services at local level. Our vision is for an inclusive county of sustainable urban and rural communities that have respect for their environment, a sense of local identity comprising shared purpose and a deep sense of civic pride.

The promotion of a culture of excellence in service delivery remains one of Wexford County Council's core objectives and is included in our Corporate Plan. This quality service includes not only the level and quality of service given to our customers, but also the quality of our decision-making processes, the efficiency and effectiveness of our corporate operations, standard of our facilities and our ability to adapt in an ever-changing environment.

In order to provide the most effective and targeted range of services to meet the needs of the citizens, communities and businesses of County Wexford we will be required to collect, process and use certain types of information about people and organisations. Depending on the service being sought or provided, the information sought may include 'personal data' as defined by the Data Protection Acts and by the general data protection Regulation (GDPR) and may relate to current, past and future service users; past; current and prospective employees; suppliers; and members of the public who may engage in communications with our staff.

In addition, staff may be required, from time to time, to collect process and use certain types of personal data to comply with regulatory or legislative requirements.

Why do we have this privacy statement?

The Council has created this privacy notice to demonstrate our firm commitment to privacy and to assure you that in all your dealings with the corporate section the Council will ensure the security of the data. The personal data you may be required to supply to the Council, or may be collected through other sources is,

- Obtained lawfully, fairly and in a transparent manner
- Obtained for only specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary for purpose for which it was obtained
- Recorded, stored accurately and securely and where necessary kept up to date
- Kept only for as long as is necessary for the purposes for which it was obtained.
- Kept in a form which permits identification of the data subject

- Processed only in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing.

More detail is available in our Data Protection Policy statement at:

[Data Protection Policy on our website www.wexfordcoco.ie](http://www.wexfordcoco.ie)

What is the activity referred to in this Privacy Statement?

Collection of payments from our customers to bills issued, and services provided by Wexford County Council these include but are not limited to:

- Rates
- Rents
- Housing Mortgages/Loans
- Planning Contributions
- Harbour/Marina Charges
- Parking Fines
- Fire Charges
- Dog Licences
- Motor Tax
- NPPR

What items of personal data do we need to undertake this activity?

Account Number or Billing Reference, Name, address, email and phone numbers, your payment details

This personal data will be used for the purpose of identifying and verifying a payment and transacting to the relevant bill or account.

Is the personal data submitted as part of this activity shared with other organisations?

The data received requires a transaction which will be forwarded to our service providers who facilitate the payment to an account or bill number, this resulting transaction is then shared with the relevant department(s) or relevant staff member(s).

How long is this personal data held by Wexford County Council?

The data processed as part of this activity will be retained for the payment transaction period only. The result of the payment will be recorded as a transaction on your account. Wexford County Council service providers for all Card payments received are Visa and Realex.

Do you need to update my records?

Wexford County Council must take reasonable steps to ensure that personal data we have about our customers is correct and up to date. In addition, if the data held by us is found to be inaccurate you have the right to rectify / correct this.

If you find that personal data that we have about you is inaccurate or needs to be updated (for instance, you may have changed your name, address, contact details etc.) then please contact us so that we can correct it. You can do this by

Emailing us at: customerservice@wexfordcoco.ie

Writing to us at: Finance Section, Wexford County Council, Carricklawn Wexford. Y35 WY93

Security

Wexford County Council takes its security responsibilities seriously, employing appropriate physical and technical measures including the use of a Staff Access Control system with audit controls and staff training and awareness. We have internal procedures and computer interfaced protective barriers to keep your information as safe and secure as we possibly can.

Your data protection Rights

You have the right to request access to personal data held about you, obtain confirmation as to whether data concerning you exists, be informed of the content and source of data and check its accuracy. In addition, if the data held by us is found to be inaccurate you have the right to change, remove, block, or object to the use of, personal data held by Wexford County Council.

[How to Make a Data Access Request](#)

Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Wexford County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is www.dataprotection.ie or you can contact their Office at:

Lo Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Postal Address:

Data Protection Commissioner
Canal House
Station Road
Portarlinton, Co. Laois. R32 AP23.

Changes to our Privacy Policy

This policy is a living document that will be reviewed, edited and updated on a regular basis.

What to do if you have further questions

If you would like any additional information regarding our procedures and commitment in becoming GDPR compliant or any further information, please contact foi@wexfordcoco.ie