

CIÉ Group Investigations

Privacy Statement

CIÉ respects your privacy

CIÉ Group Investigations Department, is a unit of Córas Iompair Éireann, with an address at Bridgewater Business Centre, Islandbridge, Dublin 8. This Privacy Statement is issued by Córas Iompair Éireann, a statutory body corporate with its head office at Heuston Station, Dublin 8 (“CIÉ”, “we”, “us”, “our”).

CIÉ respects your privacy and is committed to protecting it. The purpose of this Privacy Statement is to inform you of the data relating to you that the CIÉ Group Investigations Department may collect and use and the uses (including disclosure to third parties) we make of such data. CIÉ is the controller of the data that we collect.

If you have any questions about our use of your personal data, please contact our Data Protection Officer at dpo@cie.ie.

Personal data that we collect and process

We collect, have transferred to us and process personal data relating to you which will be used by us to create a claim investigations file for the purpose of investigating and processing your claim. The types of personal data you provide to us may include:

- your name, address, phone number, e-mail address, date of birth and vehicle details where relevant; and
- any other information relating to you that you provide to us when we are in contact with you.

Requirement to provide personal data

If you fail to provide such personal data, we may not be able to process and evaluate your claim.

How CIÉ uses your personal data

Unless you are informed otherwise at the time when your personal data is collected, the provision of your personal data is required for the processing of your claim, including, where relevant, the evaluation and defence of your claim

As well as collecting personal data from you directly, we also may receive or obtain information about you from other third parties including insurance databases, medical professionals and specialist engineers.

Legal basis for processing personal data

The legal bases on which we collect, process and transfer your personal data in the manner described above 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;
- that this is necessary for compliance with a legal obligation that applies to us; and

- that you have given your consent to the processing.

The legal bases on which we collect, process and transfer special categories of personal data relating to you in the manner described above are:

- where such processing is necessary for the establishment, exercise or defence of a legal claim;
- where such processing is necessary to assess your working capacity as an employee; and
- in limited circumstances, where you have given your explicit consent to such processing.

Who CIÉ shares your information with

Your personal data may be shared with third parties outside of CIÉ including:

- third parties who we engage to provide services or benefits to us such as professional advisors, insurers, insurance industry databases and other service providers appointed by us;
- to other members of the CIÉ group of companies to assist in the investigation of incidents and accidents where the claim originates with the Claims Investigations Department;
- to other public authorities and bodies where required or permitted by law, such as the Gardaí or other law enforcement authorities for the purposes of the prevention, investigation or detection of crime.

CIÉ will not sell, rent or lease your personal information to others.

Transfers

We may also transfer your personal data outside of the European Economic Area (EEA). If and to the extent that we do so, we shall ensure that appropriate measures are in place to comply with our obligations under applicable law governing such transfers. These may include, (i) where the transfer is necessary for the establishment, exercise or defence of legal claims; (ii) seeking and obtaining your explicit consent to the transfer or (iii) entering into a contract governing the transfer that contains the 'standard contractual clauses' approved for this purpose by the European Commission. If you would like to receive further details of the measures we have taken in this regard, please contact us at dpo@cie.ie.

Retention

We will not hold your personal data for longer than is necessary. We will retain your personal data for as long as we need it for the purposes described in this Privacy Statement, 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.

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;
- the right to restrict the use of your personal data;
- the right to object to the processing of your personal data; and
- the right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another controller; and
- the right to withdraw your consent to the processing of your personal data, where such processing is based on your consent.

If you wish to exercise any of the rights set out above, or have comments or questions about our Privacy Statement, please contact us at:

Córas Iompair Éireann
Heuston Station
Dublin 8
Ireland
E-mail: dpo@cie.ie

Changes to this statement

We may occasionally update this Privacy Statement. We encourage you to periodically review this policy for the latest information on our privacy practices. The Privacy Statement will specify the latest date on which the terms have been amended.

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.

Revision: 22 January 2019

Copyright 2019 © Córas Iompair Éireann. All rights reserved.