

HOUSES OF THE OIREACTHAS SERVICE

PRIVACY NOTICE

CUSTOMER CHARTER AND ACTION PLAN

POLICY FOR RESPONDING TO UNREASONABLE BEHAVIOUR

WHO IS ISSUING THIS NOTICE AND WHY?

This Privacy Notice is issued by the Houses of the Oireachtas Service (the “**Service**”). The Service is issuing this Privacy Notice because of its duties under the General Data Protection Regulation (“**GDPR**”) and the Data Protection Act 2018. For more information about the Service please click [here](#).

Customer Charter and Action Plan

This Privacy Notice tells you how the Service, as data controller, deals with (including by way of collection, use, or disposal) your personal information when you are a customer of the Service, including when you make a complaint under its Customer Complaints Procedure.

Policy for Responding to Unreasonable Behaviour

This Privacy Notice also tells you how the Service, as data controller, deals with (including by way of collection, use, or disposal) your personal information when implementing its Policy for Responding to Unreasonable Behaviour.

This Privacy Notice applies to any information supplied to the Service on your behalf.

For the more general principles governing how the Service deals with your personal information to comply with the GDPR and the Data Protection Act 2018, please consult the Service’s [General Data Protection Policy](#), which also explains some of the terms used in this Privacy Notice. In respect of that personal information, the Service is the data controller.

RIGHTS COMMON TO MOST USES OF PERSONAL INFORMATION

The Service’s [General Data Protection Policy](#) sets out certain information common to most uses of personal information, including your rights in respect of your personal information, such as access and rectification, the Service’s duties in respect of transfer of data to a country outside the EEA, what you may do if you have a complaint about how your personal information is being, or has been, dealt with by the Service, and details of the Service’s Data Protection Officer.

IN THE CONTEXT OF THIS PRIVACY NOTICE, WHAT KINDS OF INFORMATION DOES THE SERVICE COLLECT?

For the purposes and on the legal bases set out below, the Service may collect personal information as follows:

Customer Charter and Action Plan

When you are a customer of the Service, it may collect personal information including your name, your telephone number, your email address and/ or your postal address. The Service may also hold other personal information which may be disclosed by you in your communications with it. This personal information may be collected by the Service and used for the purpose of delivering customer services to you. The Service may also collect the above types of personal information if you provide comments or feedback on its performance in the delivery of customer services to you.

The Charter also includes the Service's Customer Complaints Procedure. When you make a complaint under the Customer Complaints Procedure, the Service requests that you provide your name, your telephone number, your email address and/ or your postal address. Other personal information may also be provided by you when setting out the grounds for your complaint. This personal information is collected by the Service and used for the purpose of processing your complaint in accordance with the procedure outlined in the Customer Complaints Procedure.

Policy for Responding to Unreasonable Behaviour

When the Service is implementing its Policy for Responding to Unreasonable Behaviour, it may collect personal information including your name, your telephone number, your email address and/ or your postal address. The Service may also hold other personal information which may be disclosed by you in your communications with the Service. This personal information may be collected by the Service and used for the purpose of implementing its Policy for Responding to Unreasonable Behaviour.

Special categories of personal information

Certain types of personal information are subject to particular limits and protections for you in accordance with data protection law. These are known as special categories of data and relate to personal information about your race, ethnic background, political opinions, religion, philosophical beliefs, membership of a trade union, health, sex life or sexual orientation.

Customer Charter and Action Plan

The Service will not request you to furnish any of the above special categories of personal information when you are its customer. However, it is possible that in some situations, special categories of personal information may be disclosed by you when you contact the Service.

The Charter also includes the Service's Customer Complaints Procedure. The Service will not request you to furnish any of the above special categories of personal information when making a complaint under the Customer Complaints Procedure. However, it is possible that in some situations, special categories of personal information may be disclosed to the Service by you as part of your complaint.

Policy for Responding to Unreasonable Behaviour

The Service will not collect special categories of personal information when implementing its Policy for Responding to Unreasonable Behaviour however in some situations it is possible that such special categories of personal information may be disclosed by you in your communications with the Service.

Criminal offence data (Data Protection Act 2018, s. 55; GDPR, Article 10)

For the purposes and on the legal bases set out below, you may disclose to us personal information about allegations you have committed a crime, criminal convictions you have sustained, any security measures you are subject to related to criminal offending or convictions. These may be described as criminal offence data and our dealing with them is subject to particular limits and protections for you in accordance with data protection law.

If you disclose to the Service special category personal information or criminal offence data in respect of another person, you acknowledge and confirm that you have the written consent of that person to disclose that information or data on his or her behalf.

Your personal information will not be used for marketing, nor for automatic profiling.

PURPOSE

Customer Charter and Action Plan

The Service deals with your personal information for the purpose of providing you with customer services. Your personal information will be used by the Service in order to communicate with you and to deliver customer services to you. When you provide the Service with comments or feedback, your personal information may also be used for the purpose of evaluating the Service's performance against the standards of service outlined in the Customer Charter and improving our performance.

The Charter also includes the Service's Customer Complaints Procedure. When you make a complaint, the Service will deal with your personal information for the purpose of examining your complaint against the standards of service outlined in its Customer Charter. Your personal information will also be used by the Service in order to communicate with you in relation to your complaint and to issue our response to you following the examination of your complaint.

The Service will also deal with your personal information for the purpose of any request you make for a review into the handling of your complaint. Your personal information will be used by the Service to carry out this review, communicate with you and issue our response to you at the conclusion of the review.

Policy for Responding to Unreasonable Behaviour

The Service deals with your personal information for the purposes of managing any form of unreasonable behaviour by you in line with this Policy. The Service will deal with your personal information for the purposes of implementing this Policy, responding to instances of unreasonable behaviour and whenever it is considering the placing of restrictions on your access to the Service.

The Service deals with your personal information for the purposes of communicating with you in relation to any form of unreasonable behaviour under the Policy and when notifying you of any restrictions it is proposed to place on your access to the Service. Your personal information will also be used by the Service during any subsequent correspondence with you in relation to the management of your unreasonable behaviour and in the event that restrictions are put in place on your access to the Service.

The Service will deal with your personal information for the purposes of filling in any incident forms which are completed in line with the Policy. Any such incident forms will be held by the Head of Safety in the Service. Your personal information will also be recorded in a restrictions log maintained by the Service in the case of any restrictions imposed under the Policy on your access to the Service. Access to the restrictions log is limited to heads of business units within the Service and appropriate staff members for the purpose of ensuring adherence to any restrictions that have been imposed in line with the Policy.

LEGAL BASIS

The Service relies on the following legal bases to deal with your personal information under both the Customer Charter and Action Plan and the Policy for Responding to Unreasonable Behaviour:

Customer Charter and Action Plan (including complaints under the Customer Complaints Procedure)

- The Service has legal obligations, including under The Houses of the Oireachtas Commission Acts 2003 to 2021 (including but not limited to section 3A of the 2003 Act), which provide for the functions of the Service. These functions include the provision of support services to the Houses of the Oireachtas. Supporting the Houses of the Oireachtas requires the provision of customer services to customers of the Service which in turn means that customers must be able to avail of a complaints procedure.
- The performance by the Service of its tasks in the public interest and exercise of official authority and, where relevant, in pursuit of its legitimate interests, including the provision of customer services (together with a complaints procedure) in line with the standards outlined in the Customer Charter.

- The need to protect the vital interests of the parliamentary community, visitors and members of the public as customers of the Service.

Policy for Responding to Unreasonable Behaviour

- The Service has legal obligations, including obligations to protect Service staff and to ensure their safety and well-being in the workplace (including established and unestablished civil servants, and State industrial workers) (the Safety, Health and Welfare at Work Act 2005).
- The need to protect the vital interests of the parliamentary community, visitors and members of the public as customers of the Service.

SAFEGUARDS

The Service carefully secures all personal information and takes significant operational and technical measures including suitable and specific measures, such as anonymisation, to prevent unauthorised access, interference and/ or dissemination of the personal information to which this Privacy Notice relates. Personal information is recorded securely within filing systems which are necessary for the operation of the Service's functions. These systems are protected by safeguards such as access control, encryption and the Service's firewalls. Access to these systems is limited to authorised members of staff only.

RECIPIENTS/ DATA SHARING

The Service retains data processors to assist it in processing data. They are bound by data processing agreements that secure your rights with regard to your personal information in accordance with the GDPR.

FURTHER DEALING WITH YOUR PERSONAL INFORMATION

The Service rarely deals with the personal information to which this Privacy Notice applies for other purposes. Some generally permitted further uses are described in the Service's [General Data Protection Policy](#).

RETENTION

Your personal information will only be retained so long as is necessary to fulfil the purposes it was collected for.

Personal information collected by the Service with respect to complaints under the Customer Complaints Procedure will be retained for a period of 8 years. In the case of personal information collected in connection with the implementation of the Policy for

Responding to Unreasonable Behaviour (including any personal information recorded in the restrictions log), this will be retained for a period of 8 years from the date of the last communication between the Service and you arising under the Policy.

VARIATION OF PRIVACY NOTICE

This Privacy Notice will be reviewed at regular intervals and updated as necessary.