

C-ITS Pilot PPDP: Policy language

Data Protection Notice

This Data Protection Notice is issued by Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10 (“TII” or “we”). 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 C-ITS Pilot (the “Pilot”) and the uses (including disclosures to third parties) we may make of such data.

TII is the controller of such personal data. If you have any questions about our use of your personal data, please contact our Data Protection Officer:

A. O’Shaughnessy

Transport Infrastructure Ireland
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 DK10
Tel: +353 1 646 3600
Email: dataprotection@tii.ie

Personal Data that we Process

We may collect and process some or all of the following personal data in relation to you in connection with the Pilot:

- your contact details – e.g. your name, address, telephone number, email address;
- personal data relating to you in connection with contacts via email;
- sensitive personal data relating to your health (if you voluntarily provide us with details of any health issues in communications with us); and
- any other personal information that you have provided directly to us, including, for example, through the public consultation process.

Automatically collected data

Like most websites, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our website. The information that we collect cannot be used by us to identify or contact you. This includes demographic information regarding, for example, user IP addresses, browser types and other anonymous statistical data involving the use of our website. For information about the cookies we use to collect some of this information, please see our [cookies policy](#).

Purposes of Processing and Legal Basis

The personal data that is referred to above will be processed for the purposes of:

- contacting you in order to provide you with updates in relation to the Pilot;

- generally managing our relationship with the public;
- our review of the public consultation process and commentary on the Pilot;
- generally ensuring that the Pilot is managed in accordance with TII's functions under statute.

Our legal basis for collecting and using this information is that such processing is necessary for us to comply with our legal and regulatory obligations and for us to carry out our tasks in the public interest and/or in the exercise of official authority vested in us.

Further, in the unlikely event that we are required to process any special category of personal data in relation to you (such as data relating to your health) we will do so either on the basis of your consent, if you volunteer the information to us, or on the basis that our processing of such data is necessary and proportionate to the performance of our functions.

If we collect and process such special category of personal data in relation to you, we will retain such data only as long as required, and ensure that it is securely deleted once there is no further need for us to keep it.

Transfers Abroad

In connection with the above, TII may transfer your personal data outside the European Economic Area, including to a jurisdiction which is not recognised by the European Commission as providing an equivalent level of protection for personal data as is provided for in the European Union. If and to the extent that TII does so, TII will ensure that appropriate measures are in place to comply with its obligations under applicable law governing such transfers, which may include entering into a contract governing the transfer which contains the 'standard contractual clauses' approved for this purpose by the European Commission and/or other transfer obligations/arrangements as may be specified by the Commission. Further details of the measures that TII has taken in this regard are available from the TII Data Protection Officer, using the contact details indicated above.

Recipients of Data

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

- third parties who we engage to provide services to us in connection with the Pilot, such as outsourced service providers; and
- appropriate public authorities and bodies as requested or required by law.

Retention

We will retain your personal data for the duration of the Pilot and for such a period of time after the Pilot ends as is necessary to comply with our obligations under applicable law.

Security of Your Information

TII has adopted appropriate technical and organisational security measures to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction or damage. We will also ensure that our agents or third party service providers who process your data are required to keep your data safe and secure.

Your Rights

You have the following rights, in certain circumstances, 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;
- 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 data controller.

In order to exercise any of the rights set out above, please contact our Data Protection Officer at:

A. O'Shaughnessy
Transport Infrastructure Ireland
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 DK10
Tel: +353 1 646 3600
Email: dataprotection@tii.ie

Complaints

If you are dissatisfied with the way we have used your information or addressed your rights, you have the right to make a complaint to the Data Protection Commission. Please see the Data Protection Commission's website for further details: <https://www.dataprotection.ie/>

Accessibility Notice

Transport Infrastructure Ireland is committed to:

- Maintaining an accessible website
- Ensuring that this website achieves "Level AA" conformance to the Web Content Accessibility Guidelines (WCAG) 2.0, to comply with the National Disability Authority's Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies
- Ensuring that all new information on the website will achieve "Level AA" conformance to the Web Content Accessibility Guidelines (WCAG) 2.0
- Including accessibility when we procure 3rd-party systems or upgrades to existing systems

Compliance Status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. TII is striving to conform with WCAG 2.1 to Level AA by performing periodic reviews to ensure the website remains compliant.

Disproportionate Burden

Not applicable

Content That's Not Within The Scope Of The Accessibility Regulations

The accessibility regulations do not require us to fix PDFs or other documents published before 23rd September 2018 if they're not essential to providing our services. We are working to ensure that all essential downloadable resources meet accessibility regulations.

Preparation Of This Accessibility Statement

This statement was prepared and made available on 19th April 2022. The methods used to prepare the statement are laid out in Article 3(1) of Commission Implementing Decision (EU) 2018/1523 and by the National Disability Authority here. The statement was last reviewed on 19th April 2022.

Feedback And Contact Information

TII welcomes your feedback on the accessibility of this website. If you find that you are not able to access, to request information, or use content on the TII website for accessibility reasons, please contact us through the contact information listed.

Access Officer

Under the Disability Act 2005, all Government Offices are required to appoint one or more Access Officers. Access Officers are responsible for providing assistance to customers with disabilities in accessing the services and publications provided by TII and for acting as a point of contact for people with disabilities wishing to access such services and publications. The TII Access Officer contact details are:

Sarah O'Donnell,
Access Officer,
Telephone: 01-6463600,
Email: sarah.odonnell@tii.ie

Inquiry Officer

TII has appointed an Inquiry Officer to investigate complaints made under Section 38 of the Disability Act.

The Inquiry Officer will carry out an independent investigation in private and will produce a report which will say:

- if your complaint is valid;
- whether there has been a failure by TII to comply with the relevant provisions of the Disability Act; and
- where a failure has happened, it will outline the steps to be taken to ensure future compliance.

The TII Inquiry Officer contact details are:

Michael Kennedy,
Inquiry Officer,
Telephone: 01-6463600,
Email: michael.kennedy@tii.ie

Complaints Under The Disability Act 2005

Persons with a disability, or anyone acting on their behalf, may make a complaint to TII if they consider that the organisation has failed to comply with the provisions of Sections 25, 26, 27 & 28 of the Disability Act 2005. These Sections of the Act relate to access by persons with disabilities to:

- TII's public buildings;
- TII's services;
- Services and goods purchased by TII; or
- Information.

If a person needs assistance in making a complaint regarding accessible services, they can contact our Access Officer who, as far as possible, will assist them in making their complaint. In accordance with Section 39 (2) of the Disability Act 2005 the following are the procedures for making and investigating such complaints.

Making A Complaint

A complaint may be made by a person, or through his or her

- spouse/partner, parent or relative;
- guardian or a person acting in loco parentis to that person;
- legal representative;
- personal advocate, assigned by the Citizens Information Board to represent that person; or
- by another person advocating on behalf of that person with his or her consent.

A complaint must be made in writing, which can include fax or e-mail, and should provide daytime contact details for the person making the complaint.

The complaint should state that it is a complaint under Section 38 of the Disability Act 2005 and should, in so far as is possible, set out as clearly as possible the grounds for the complaint regarding the alleged failure of TII to provide access under Sections 25 to 28 of the Act.

The complaint should be addressed to:

Michael Kennedy,
Inquiry Officer,
Telephone: 01-6463600,
Transport Infrastructure Ireland,
Parkgate Business Centre,
Parkgate Street,
Dublin 8,

D08 DK10.

By email to michael.kennedy@tii.ie

Investigating A Complaint

The Inquiry Officer will acknowledge receipt of the complaint as soon as possible but not later than five working days after receipt.

The Inquiry Officer will examine the complaint to establish if it relates to an alleged failure by TII to comply with Sections 25, 26, 27 & 28 of the Act. If the complaint is deemed to be invalid, i.e. the Inquiry Officer considers that the complaint does not relate to matters covered by Sections 25 to 28 of the Act, the Inquiry Officer will so inform the complainant and give supporting reasons and, if possible, will advise the complainant on alternative avenues of redress.

Where the Inquiry Officer considers that the complaint is frivolous or vexatious, s/he will notify the complainant of this determination in writing and provide the complainant with an opportunity to make representations on the matter. Otherwise, the Inquiry Officer will investigate the complaint in accordance with the following paragraphs.

The Inquiry Officer may request further information/details from the person who made the complaint and may require that such information/details be furnished within a maximum of two weeks of being requested.

The Inquiry Officer may consult with all parties that they consider appropriate regarding the matter and request information/reports/files and any other details from relevant officials. Any information requested must be furnished within a maximum of two weeks of being requested.

In the course of the investigation the Inquiry Officer may undertake interviews with such persons which they consider appropriate, including the person who made the complaint, to elicit information.

The Inquiry Officer will maintain a written record of their investigation.

The Inquiry Officer will prepare a written report of the results of the investigation setting out the findings together with a determination in relation to:

- whether there has been a failure by TII to comply with the relevant provisions of the Disability Act; and
- where there has been such a failure, the steps to be taken by TII to ensure future compliance with the relevant provision(s) of the Act.

The Inquiry Officer will give a copy of the report to the person who made the complaint.

The Inquiry Officer will complete their report within 20 working days from the receipt of all required information, including additional information requested from the complainant. Where a full report is not available within 20 days, the Inquiry Officer will send an interim reply and indicate when the report will be available.

The furnishing of the report to the person who made the complaint concludes the investigation of the complaint.

The complainant will be advised of the right of appeal to the Office of the Ombudsman, as set out below.

Right Of Appeal

If a complainant is not satisfied with our final response, s/he may contact the Ombudsman.

The Office of the Ombudsman was set up to examine complaints from members of the public who feel that they have been unfairly treated in their dealings with bodies such as TII. If a complainant feels that s/he has been unfairly treated or is not satisfied with our decision on a complaint, it is open to the complainant to contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides a free, impartial and independent dispute resolution service.

The Ombudsman may be contacted at:

Office of the Ombudsman,
6 Earlsfort Terrace,
Dublin 2,
D02 W773.

Phone: +353 1 639 5600

Email: complaints@ombudsman.ie

Cookies Policy

A cookie is a small text file that may be stored on your computer or mobile device that contains data related to a website you visit. It may allow a website “remember” your actions or preferences over a period of time, or it may contain data related to the function or delivery of the site. Cookies can be set by the owner of the website or in some cases by third party services the website owner allows to present other information, run content or provide other functionality such as analytics.

How do we use cookies?

We use cookies to improve your browsing experience. We need to use some cookies to operate our website while other cookies improve the performance and functionality of our website (such as web analytics cookies).

These are the different types of cookies that we use:

Cookie Type**Cookie Purpose**

Session Cookies	These cookies are stored in your device’s memory until your browser is closed.
Persistent Cookies	These cookies are set with a specific expiry date and remain stored in your device’s memory until that expiry date or when you delete them.
First Party	These cookies are set by our websites and are only used by us.
Third Party	These are cookies set by third parties.

How does google analytics work?

The C-ITS pilot Participant Platform uses Google Analytics. Google does not collect or store personal information. Google Analytics prohibits the tracking or collection of personal information or association of personal information with web analytics information. Google Analytics does not report the actual IP address information to Google Analytics customers. By default, cookies that support Google Analytics are disabled. For them to be enabled we require your consent.

What categories of cookies do we use?

Necessary (3)

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

Name	Purpose	Expiry
<ul style="list-style-type: none"> • _cf • _cf_bm • __cfuid 	Strictly Necessary cookies are essential to providing the virtual consultation websites and services to you and cannot be turned off. They provide necessary security settings, for example we may place bot detection cookies (such as “_cf_bm” and cookies for CAPTCHA), and a load balancing cookie (_cflb) on the computers of visitors to our Websites and of our End Users. Cloudflare do this in order to identify malicious visitors to our websites, to assist with web-traffic filtration, and to reduce the chance of blocking legitimate users. You can learn more about these cookies here .	30 mins
<ul style="list-style-type: none"> • cmplz_banner-status • cmplz_consented_services • cmplz_functional • cmplz_marketing • cmplz_policy_id • cmplz_preferences • cmplz_statistics 	These cookies are being used to remember a user’s choice about cookie consent. This cookie tells us whether the user has previously given consent, and store cookie consent preferences. These cookies will expire after 30 days. This data is not shared with third parties.	30 days
<ul style="list-style-type: none"> • wp-wpml_current_language 	Our website uses cookies to identify the visitor’s current language and the last visited language. This data will not be shared with third parties.	1 year

Statistics (2)

Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.

Name	Purpose	Expiry
• _ga	This cookie is used to distinguish users and used to identify unique users and expires after two years.	2 years
• _gat	This cookie is used to throttle the request rate, and it expires after one minute.	1 minute
• _gid	This cookie is used to identify the user and expires in 24 hours.	24 hours

[How can you decide what cookies are set?](#)

When you first visit our website you will be given the choice to allow all cookies to be set, or you can choose to manage your cookie settings which will give you the option of selecting the categories of cookies you want to allow.

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If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser or toggles below.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer. Some of our pages might not display properly and you may not be able to store your preferences.

Functional (always active)

The technical storage or access is strictly necessary for the legitimate purpose of enabling the use of a specific service explicitly requested by the subscriber or user, or for the sole purpose of carrying out the transmission of a communication over an electronic communications network.

Statistics

The technical storage or access that is used exclusively for statistical purposes.

Changing Your Browser Settings

You can also change the settings on your web browser to accept or reject all, or certain, cookies. Visitors can use most of our website with no loss of functionality if cookies are disabled from the web browser. However, if you choose to reject necessary cookies you may not be able to use or access certain services. For instructions on how to manage and disable cookies, see the privacy and help documentation of your specific browser's website. If you use more devices and/or browsers you will need to disable cookies on each device and on each browser separately.

Find Out How To Manage And Disable Cookies On Popular Browsers

Below are links to several of the more popular browsers for procedures on how to view and disable cookies.

- [Google Chrome](#)
- [Microsoft Internet Explorer](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)
- [Opera](#)

Contact Us

If you have any questions about our use of your personal data, please contact our Data Protection Officer:

A. O'Shaughnessy,
Transport Infrastructure Ireland,
Parkgate Business Centre,
Parkgate Street,
Dublin 8,
D08 DK10.
Tel: +353 1 646 3600
Email: dataprotection@tii.ie