**Privacy Notice for the Planning Complaint Administration Unit, Planning Enforcement Section, Planning Department.**

**Who we are?**

South Dublin County Council’s, ‘Planning Complaint Administration Unit’ (PCAU) is responsible for the management of all unsolicited complaints regarding unauthorised development, received within the County. The PCAU identifies and prioritises complaints and provides the statutorily required correspondence to Complainants. The PCAU ensures that all data is processed fairly and lawfully and with due regard to the principles of data protection.

**What personal data is processed?**

The PCAU requires that a Complainant provide their name, address and telephone number. The nature of the complaint may provide other incidental data which may be indirectly identifiable.

The PCAU will seek from complainants, personally identifiable information regarding the subject of the complaint. It will seek this disclosure under section 41 of the Data Protection Act 2018.

**How is your personal data collected?**

Your personal data is collected from the Planning Enforcement Complaint Form and any further written correspondence or dialogue with the PCAU. The PCAU will only seek personal data from Complainants and will not carry out any additional investigation or corroboration of that personal data.

**What is the legal basis for seeking personal data?**

The PCAU processes your personal data to meet statutory requirements. These are:

* To establish the materiality of planning enforcement complaints as per section 152 (1) (a) of the Planning and Development Act 2000.
* To provide statutory correspondence as per sections 152 (1), 154 (1) (b), 154 (2), 154 (11) (a) of the Planning and Development Act 2000.
* To ensure statutory correspondence is accurate and to verify identification.

**How is your personal data stored?**

Hardcopy data is held within secure storage facilities until it can be electronically copied, after which it is destroyed. Soft copy data is held on a secure document management system which operates within the EEA and is subject to equivalent European data protection legislation.

**How is your data shared?**

The PCAU does not share Complainant’s personal data with any third parties but in certain circumstances it may be required to share your data with other recipients, internally or externally. The PCAU will ensure that any such sharing has an explicit legal basis.

**What are my rights regarding my personal data?**

You have specific rights regarding how we process your personal data.

* **Right of Access:** You have a right to request a copy of any of your personal data that is processed by the PCAU.
* **Consent:** The PCAU processes your data to fulfil a statutory duty. This limits your right to withdraw your consent to this processing.
* **Rectification:** You have a right to have any inaccuracies in your personal data rectified.
* **Erasure:** You have a right to have your personal data deleted when there is no longer remains a justification for retaining it.
* **Objection:** You have a right to object to the processing of your personal data if it was carried out for any purpose other than that described as the legal basis.
* **Restriction:** You have a right to restrict further processing of your personal data where you believe it is inaccurate, it was obtained unlawfully, no legal basis exists or to comply with a legal obligation.
* **Portability:** You have a right to obtain your personal data in a machine-readable format or to have it transferred to another data processor where that is technically feasible.

**How do I access my personal data?**

If you have any queries in relation to the processing of your personal data you may, in the first instance, contact Catherine White of the PCAU at cwhite@sdublincoco.ie.

If you remain dissatisfied or wish to escalate your issue beyond the PCAU, you may write to the Data Protection Officer, South Dublin County Council, County Hall, Tallaght, Dublin 24 or send an email to dataprotection@sdublincoco.ie.

All Council staff are required to verify your identity prior to discussing your personal data.

**Right of Complaint to the Data Protection Commission**

If you remain dissatisfied, you are entitled to make a complaint to the Data Protection Commission which may investigate the matter for you. You can contact the Commission’s Office at:

Lo-Call Number: 1890 252 231

E-mail: info@dataprotection.ie

Postal Address: Data Protection Commission, R32 AP23.