

Clare County Council - Privacy Notice – Online registration for library events

➤ Data Protection Privacy Notice for:

DOCUMENT NO.	REVISION NO.	DETAILS	EFFECTIVE DATE
DP-PN-01	1	Online registration for library events	01/09/2021

➤ Data Protection Policy

Clare County Council has a detailed Data Protection Policy which outlines how we are committed to ensuring the security of any personal data provided to us. It also informs as to our obligations and your rights under data protection law. To exercise these rights please see details in the Privacy Statement at the attached link above and the sample application forms on our website <http://www.clarecoco.ie/your-council/how-we-manage-information/data-protection/> (or available on request from the Data Protection office, see contact details below).

➤ Clare County Council's Privacy Statement, data protection officer contact details and details of the controller's representative for this project

Clare County Council is committed to protecting and respecting your privacy. The council has a Privacy Statement which is a general document about how we approach data protection as an organisation and is available on the council's website [https://www.clarecoco.ie/\[info\]/privacy-statement/](https://www.clarecoco.ie/[info]/privacy-statement/) or on request from this department.

Clare County Council's contact details in relation to Data Protection are: Data Protection Officer, Finance and Support Services Directorate, Clare County Council, Áras Contae an Chláir, New Road, Ennis, Clare V95 DXP2, Telephone number: (065) 6846237 or (065) 6846200, email: dpa@clarecoco.ie

Clare County Council's contact details in relation to library events is Cora Gunter, Clare County Library Headquarters, Mill Rd, Ennis, Co. Clare V95 DXP2: telephone number (065)6899086: email cgunter@clarecoco.ie.

➤ The purposes of the data processing for this activity

As part of its remit Clare County Library organises activities and events of artistic, linguistic, educational, cultural, recreational, community or similar interest. To facilitate bookings for larger events Clare County Library uses an online booking facility called Ticket Tailor.

Those registering for events or activities online will be required to submit the following personal data:

- First and last name
- Email address

This privacy notice is to demonstrate our commitment to privacy, and to assure you that we will ensure the security of your personal data. The Council wants to ensure you understand how we will manage your data when you submit it. The personal data will be used to issue you with a ticket to the event and to enable the library to manage events.

➤ Processing and storage of your data

When you register on Ticket Tailor to attend a library event, they email you once with a booking confirmation and do not contact you again. Library staff will print out the list of people who have registered to attend an event. Library staff may contact you to provide further details of an event – for example Zoom details if it is an online event – or to notify you of any changes to times or cancellations.

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Clare County Council will only retain your personal data for as long as is necessary to fulfil the purposes for which we collected it and for as long as we are legally required to under EU or Irish law. Event attendee lists will be deleted as soon as the event or programmes of events is completed. Clare County Council subscribes to the [National Retention Policy for Local Authority Records](#). We may also maintain a Data Retention Policy which supplements the National Retention Policy.

➤ **The legal basis for the processing of personal data in this activity**

The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

The processing of personal data for this purpose is based on the Local Government Act 2001, Part 9, Chapter 3. The act states: A library authority may, in particular, arrange for the provision of the following services: activities and events of artistic, linguistic, educational, cultural, recreational, community or similar interest

The data subject has given consent to the processing of his or her personal data for one or more specific purposes; the data subject shall have the right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

➤ **Recipients of the personal data**

Ticket Tailor is a third party who provide a ticketing service to Clare County Library. Ticket Tailor only process customer data to provide this service to us. Users of the service are not required to open an account with Ticket Tailor. Clare County Library have a data processing agreement with Ticket Tailor. The servers and databases that power Ticket Tailor are located in Ireland. Ticket Tailor use a small number of third parties, some of which are outside of the EU, to provide their ticketing service. For Ticket Tailor's statements about data protection see <https://www.tickettailor.com/gdpr/>.

Within Clare County Library the personal data will only be reviewed by those library staff directly connected to the administration of a particular event.

➤ **What will happen if the requested personal data is not provided?**

Online registration for library events is voluntary. Alternatively all events can be booked by contacting the library in person or by telephone. Details for individual events will be provided on the library social media platforms and on www.clarelibrary.ie.

➤ **Your 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 Clare County Council. In certain circumstances blocking access to data may delay or remove access to a service where the data is required by law or for essential purposes related to delivery of a service to you. Please note that to

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help protect your privacy; we take steps to verify your identity before granting access to personal data. Further details can be obtained from Clare County Council's website.

To exercise these rights or if you have any questions our data protection compliance please contact: Data Protection Officer, Telephone: (065) 6846405 or (065) 6846200, email: dpa@clarecoco.ie Post: Áras Contae an Chláir, New Road, Ennis, Co Clare, V95 DXP2 or see details in this document: [https://www.clarecoco.ie/\[info\]/privacy-statement/](https://www.clarecoco.ie/[info]/privacy-statement/)

➤ **Right to complain to the Office of the Data Protection Commissioner**

If you are not satisfied with the outcome of the response you received from Clare County Council in relation to your request or in relation to exercising your data rights, then you are entitled to make a complaint to the Data Protection Commissioner who can investigate the matter for you. The Data Protection Commissioner's website: www.dataprotection.ie or you can contact their office on: Lo Call Number: 1890 252 231, email: info@dataprotection.ie Post: Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co Laois, R32 AP23.