

WRC Customer Survey Privacy Notice

Workplace Relations Commission (the “WRC”)

Your privacy is important to us and we are fully committed to keeping your personal information safe. This privacy notice is intended to provide you with information about the Personal Data you provide us with and how that information will be used and shared when you submit details to us as part of our Customer Survey. It also sets out your privacy rights. Please take a moment to familiarise yourself with our privacy practices so that you are fully aware of how and why we are using your Personal Data.

1. Data protection

We have appointed a Data Protection Officer, Celyna Coughlan for you to contact if you have any questions regarding this privacy notice, our privacy practices or if you wish to exercise your data rights. Our Data Protection Officer can be reached by e-mail at: dataprotection@dbe.gov.ie. We value your opinions. Should you have any questions or comments related to this privacy notice, please contact us at: dataprotection@dbe.gov.ie.

2. What is the WRC Customer Survey?

Our overall objective is to deliver a world-class workplace relations service and employment rights framework that serves the needs of employers and employees and provides maximum value for money. In order to measure our ongoing performance levels and to identify relative areas of strength and areas for improvement the WRC has commissioned a research company called Coyne Research to conduct a stakeholder and service user research exercise on our behalf. This exercise will take the form of a Customer Survey and its findings will be used by us to inform our service delivery and performance levels.

3. Information we will collect in the WRC Customer Survey

The WRC Customer Survey will ask you to provide a variety of information including certain information that may fall under the category of Personal Data as defined by the General Data Protection Regulation (the “GDPR”) and Data Protection Acts 1988 to 2018.

Personal Data will include information that identifies you as an individual. Such information may include, for example:

- Your Name
- Your E-mail Address
- Personal experience of our services

4. Who has access to the data in the Customer Survey?

We will ensure that your Personal Data are only accessed by a limited number of personnel. A limited number of Data Analysts within Coyne Research will have access to the information you provide as part of our Customer Survey. Access to this information is required to send out e-mails with the survey link, analyse returns, aggregate results and at the end of the Customer Survey to securely destruct the data.

5. Data storage and retention

We will only store and retain your Personal Data for as long as required to complete the Customer Survey exercise.

Your Personal Data will be securely destructed one month after the completion of the exercise.

6. International transfers

Your Personal Data will not be transferred outside the [European Economic Area \(EEA\)](#).

7. Your data rights

You have certain rights under data-protection law in relation to how we use your Personal Data.

You have the right, free of charge, to:

- Request a **copy** of the Personal Data we hold about you. You can do this by completing a [Subject Access Request](#) (SAR) form. A copy of the form is available [here](#).
- **Rectify** any **inaccurate** Personal Data we hold about you.
- **Restrict** processing of your Personal Data in certain limited circumstances (e.g. minor or others).
- Not be subject to a decision which is based solely on **automated processing** where that decision produces a legal effect on you or otherwise significantly affects you. We do not make automated decisions of this nature.

8. Making a complaint

You can [Make a complaint](#) with the [Data Protection Commission \(DPC\)](#) if you have concerns about how we process your Personal Data.

These rights are in some circumstances limited by data-protection legislation. We may take measures to verify your identify. We will do this by reference to copies of acceptable identification documentation supplied by you.

We will endeavour to respond to your request within **a month**. If we are unable to deal with your request within a month we may extend this period by a further two months and if this occurs we will contact you and explain why.

9. Consequences of not providing information

Where you fail to provide us with the information, including the Personal Data for our Customer Survey, we may be restricted or unable to conduct this exercise which will in turn affect our ability to fully inform our performance levels and to identify our relative areas of strength and/or areas for improvement.

10. Changes to this privacy policy

We may update this privacy notice from time to time. If we make changes, we will notify you prior to the changes taking effect by posting a notice on our website.

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