



Comhairle Chontae na Gaillimhe  
Galway County Council

## Privacy Notice – Provision of an Out of Hours & Emergency Call Answering Service

Galway County Council is the local authority for the County of Galway and in performing its functions, Galway County Council is required to process significant amounts of “Personal Data” within the meaning of the Data Protection Acts 1988 / 2003/2018 (“the Acts”) and the European regulations 2016/679 (GDPR). Galway County Council respects the privacy rights of those whose Personal Data we process and we are conscious of our obligations under the Data Protection Acts.

This **Privacy Notice** explains how Galway County Council as Data Controller will process Personal Data that is collected by Key Answering Ltd, (Trading as Arema Connect Ltd), the service provider engaged to provide an Out of Hours and Emergency Response Call Service to members of the public and clients of Galway County Council who need to contact the Council during out of business hours to report an incident.

### What type of data do we collect and how will it be collected?

When you contact the Council by phone during out of business hours to report an incident, your call will be directed to our service provider Key Answering Ltd contact centre and you will be asked to directly provide the following data:

- Caller’s name, contact number for caller, full postal address and, where possible, eircode, type of incident, district & location of Incident, degree of urgency involved

Your data is collected so that the query or the incident you are reporting can be processed and establish the type of query/incident being reported:

- Non-urgent calls will be forwarded to Galway County Council for follow up during normal working hours
- Urgent calls (reporting of issues that are felt would be a danger to the public) will be escalated to on call staff and you will be provided with an update as to the resolution timescale.

### What is our lawful basis for processing your Personal Data?

Galway County Council’s lawful basis for processing Personal Data collected from you is as follows:

- Article 6(1)(e) – 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 controller, for the Council this official authority is vested in us through the Local Government Act 2001, as amended.

### Who will your Personal Data be shared with?

We may share your personal data internally with relevant departments for the purpose of fulfilling the above stated legal basis.

Key Answering Ltd are engaged to provide an Out of Hours and Emergency Response Call Service to members of the public and clients of Galway County Council. Key Answering Ltd only process your personal data as instructed by Galway County Council. A Data Processing Agreement is in place between Galway County Council & Key Answering Ltd to ensure that the requirements of the Data Protection legislation on handling personal information are met.



Comhairle Chontae na Gaillimhe  
Galway County Council

## Privacy Notice – Provision of an Out of Hours & Emergency Call Answering Service

Galway County Council will take steps to ensure any disclosures of personal data are necessary and proportionate, as required by law.

### How will we protect your Personal Data?

Any data we collect from you will be stored confidentially and securely as required by the Galway County Council Privacy Statement, Data Protection Policy and in accordance with the Data Processing Agreement in place with the Key Answering Ltd. Galway County Council is committed to ensuring all accesses to, uses of, and processing of, Galway County Council data is performed in a secure manner.

Your data will be stored on secure IT platforms within the EEA which are also subject to European data protection requirements.

### How long will we hold your Personal Data?

Information processed by Key Answering Ltd in respect of a call received on behalf of Galway County Council will be retained for no longer than 6 months after which it will be securely destroyed/deleted by Arema Connect Ltd.

### What are your rights?

For further information on how Galway County Council processes Personal Data and your rights, please refer to Galway County Council's Privacy Statement and Data Protection Policy which can be found on our website [galway.ie](http://galway.ie).

OR

You may contact Galway County Council 's Data Protection Officer at 091 509319 or [dpo@galwaycoco.ie](mailto:dpo@galwaycoco.ie)

### Right of Complaint to the Office of the Data Protection Commissioner

If you are not satisfied with the outcome of the response you received from Galway County Council in relation to your request, then you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.

The Data Protection Commissioner's website is <https://www.dataprotection.ie/> or you can contact their Office at:

**Lo Call Number:** 1890 252 231

**E-mail:** [info@dataprotection.ie](mailto:info@dataprotection.ie)

**Postal Address:** Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois R32 AP23