Updated: 06 May 2026

eFlow: MyTolls App Privacy Notice

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1. **Introduction**

1.1. Transport Infrastructure Ireland (**"TII"**) is the operational name of the National Roads Authority following the dissolution of the Railway Procurement Agency and the transfer of its functions to the National Roads Authority in accordance with the Roads Act 2015. TII's main address is Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10, Ireland.

1.2. TII has appointed Turas Mobility Services Ltd (**"Turas"**) to provide tolling and other services in relation to the operation of the eFlow barrier-free tolling system on Dublin's M50 motorway, including the operation of the eFlow.ie website and the eFlow: MyTolls App (the "**App**").

1.3. As Turas operates the App on behalf of TII, it generally acts as a processor of any personal data which is collected and processed via this App. This means that TII is responsible for the processing of this personal data as the controller of such data.

2.1. The purpose of this privacy notice is to inform you of the personal data relating to you that may be collected and processed when you access and use the App.

2.2. Turas and TII fully respect your right to privacy and treat all data collected through this App in accordance with applicable data protection laws.

2.3. Information in relation to the processing of your personal data when you use the eFlow barrier-free tolling system on Dublin's M50 motorway, whether as an unregistered customer or when you open and maintain a registered customer eFlow account, is separately available at eFlow Data Protection Notice.

3. **Collection and use of personal information**

3.1. We will collect no personally identifying information about you when you use this App unless you choose to provide that information to us. The information we collect depends on options you select when using the App.

3.2. Turas may collect and process some or all of the following personal data in relation to you on behalf of TII:

Personal Data Category	**Description**
App Data	• IP Address • Operating system type

	• Length of user sessions
Contact Data	• Name • Email address • Mobile phone number
Toll and Penalty Data	• Details of any standard toll requests ("**STRs**") issued • Details of any unpaid toll notices **("UTNs")** issued
Payment Data	• Credit card or debit card details Digital Wallet details (e.g. Apple Pay)
Communications Data	• Whenever you use our WebChat, the General Query Form, the Appeal a Penalty Form, the Query a Journey Form or the Query a Payment Form to communicate with us via the App you may choose to provide us with your personal information, including but not limited to the following: o Full name o Email o Licence Plate Number
Quick Access Profile Data (i.e. toll road users who have created a profile on the App but who do not have a full registered eFlow account)	Email address and phone number 1. Vehicle details, including licence plate number, make, model, colour and vehicle type 2. Payment history and journey history 3. Correspondence with eFlow 4. Credit card or debit card details 5. Password

	6. Receipts 7. Push notification preferences (opt-in or opt-out)
Registered Account Data (i.e. toll road users with a registered eFlow account)	• Full name • Contact details including your postal address (including Eircode if you choose to provide it), email address and contact telephone number • Account number • Licence plate numbers • Make, model, colour and vehicle class of any vehicles added to the account • Captured image of your licence plate number(s) from M50 journey • Journey reference number • Tag provider and tag number • Credit card, debit card or direct debit details • Toll road passage information • Payment history • eFlow Tag ID or account number • Correspondence and telephone conversation recordings with eFlow
Unregistered Account Sweep Data (where vehicles relevant to an unregistered account or Quick Access profile migrate to a fully registered account)	• Licence plate number • Whether the vehicle was purchased within the last 30 days

	• Journey history • Receipts
PIN Data for PIN retrieval purpose / Paying penalties	• Email address • Licence plate number • Last date and time of use of the M50 toll road • Whether you are the registered owner of the vehicle

4. **Sources of Personal Data**

Any personal data relating to you which we process is generally collected directly from you via this App if you choose to provide that information to us. Further sources of personal data which we may collect about you are detailed in the eFlow Data Protection Notice.

5. **Legal Bases**

5.1. The personal data described above is processed by us and by third party service providers acting on our behalf. The Legal bases on which we collect, process and transfer your personal data for these purposes are:

- Where such processing is necessary to carry out tasks in the public interest and/or in the exercise of official authority vested in TII (**"Public Interest/Official Authority"**);
- Where such processing is necessary for the performance of a contract with you or where it is necessary to take steps at your request prior to entering into a contract with you (**"Contract"**); and
- Your consent ("**Consent"**), where this is the case, you will be asked to give a positive indication of that consent.

6. **Purpose of processing activities and associated legal basis**

6.1. We process personal data in order to:

Purposes	**Categories of Personal Data**	**Legal Bases**

eFlow: MyTolls App Privacy Notice

Make this App more user friendly, to learn about the number of App users and the type of technology that our customers use to access the App	App Data Please note that we do not track or record information about individuals during their user sessions. We may compile and report aggregate statistics about our users in terms of numbers, traffic patterns and related site information. Any such statistics will not include any personal identifying information.	Public Interest/Official Authority pursuant to the Roads Act 1993 (as amended)
To respond to queries and complaints via WebChat, the General Query Form, the Appeal a Penalty Form, the Query a Journey Form or the Query a Payment Form, or any other contact form – information collected in this manner is used solely for dealing with your query. Your personal data is stored securely and kept for no longer than necessary.	Communications Data	Public Interest/Official Authority pursuant to Sections 17(1), 17(2) and 19(3) of the Roads Act 1993 (as amended)
Registering and managing your eFlow account	Registered Account Data	Contract
Registering and managing your Quick Access Profile	Quick Access Profile Data	Contract
Processing your payment of a toll or penalty	Payment Data Contact Data Quick Access Profile Data Registered Account Data	Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended) and Bye-law 5 of the Bye-Laws for the M50

	Toll and Penalty Data	(between Junctions 6 and 7) (the “**M50 Bye-Laws**”) Contract (in relation to registered eFlow customers and Quick Access customers)
Moving your unpaid tolls to your registered account	Registered Account Data Unregistered Account Sweep Data Quick Access Profile Data Toll and Penalty Data	Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended) and Bye-law 5 of the Bye-Laws for the M50 (between Junctions 6 and 7) (the “**M50 Bye-Laws**”) Consent
Sending you a PIN number if you do not have a registered eFlow account and you request a PIN number	PIN data	Public Interest/Official Authority, pursuant to the Roads Act 1993 (as amended)
Sending email or SMS notifications to you if you do not have a registered eFlow account and have opted in to such communications	Communications Data	Consent
Sending push notifications to you via the App if you have a Quick Access profile and have opted in to such communications	Quick Access Profile Data	Consent

6.2. We do not intentionally collect or process special categories of personal data relating to App users. If you provide us with special category personal data, for example in connection with a complaint or query, the legal bases on which we may collect, process and transfer special categories of data relating to you (e.g. data relating to health) are that:

(a) this is necessary for reasons of substantial public interest; or

(b) you have given your explicit consent to such processing.

6.3. For more details on the purposes for which we process your personal data to provide you with eFlow services generally, please see our main eFlow Data Protection Notice.

7. Disclosure of Personal Data

7.1. In connection with the App, the following are the key recipients of personal data processed by TII:

Recipient of Personal Data	***Purpose of Processing***
Turas Mobility Services Ltd.	For the operation and management of eFlow
Abtran Unlimited Company	Host and operate the customer channels subsystem
VPTI Solutions Private Limited	Support services in connection with the operation of eFlow
ViaPlus Europe Limited	Support services in connection with the operation of eFlow
Payzone Ireland Ltd	Provision of card payment services
InnoCraft Ltd (Matomo)	Data analytics services for eFlow: My Tolls App
MOJO Web Solutions LLC	Development, support and maintenance of the eFlow: My Tolls App
Twilio Inc.	To send customers SMS notifications where selected
Twilio SendGrid	To send customers email notifications where selected

Drupal	Development of content management framework which underpins the App
W5 Marketing Intelligence Ltd	To send customer satisfaction surveys
Pierse Fitzgibbon Solicitors LLP	Provision of enforcement services for unpaid tolls by domestic vehicles

7.2. We may disclose your personal data to other organisations in connection with the above purposes, in the following circumstances:

(a) We may share personal data with our agents, contractors and service providers who assist us with the operation of aspects of our services and functions, such as our payment card processor, banking and printing/postal correspondence contractors, the eFlow enforcement service provider(s), Foreign Vehicle Licensing Authorities and law enforcement agencies.

(b) Where TII appoints a new operator of eFlow, we may share personal data with this new operator in order to facilitate successful transition to the new operator and ensure continuity of service for eFlow customers during any transition period.

(c) Where we are under a duty to disclose or share personal data in order to comply with any legal obligation, or to protect the rights, property or safety of eFlow, our customers, or others. We may also share information about the way you conduct your account with credit reference agencies.

(d) Where required or permitted by law, we may share your personal data with other public authorities and bodies, such as the Gardaí or other law enforcement authorities for the purposes of the prevention, investigation or detection of crime.

(e) In connection with the provision of interoperable toll transactions in Ireland, we may disclose your personal data to a relevant compatible operator.

(f) We may share toll passage data with key stakeholders, e.g. the Department of Transport, for the purposes of research and statistical analysis.

(g) For the purpose of operating competitions on behalf of TII, we may disclose, subject to your consent, your name, email address and marketing preferences provided to us by you.

(h) Where we are otherwise permitted by law.

For more details on the recipients of your personal data in connection with eFlow services generally, please see main eFlow Data Protection Notice [here].

8. **Cookies**

8.1. This App uses cookies.

8.2. For more information about the way this App uses cookies and your options for accepting and rejecting cookies, please see our Cookies Policy by clicking here.

9. **Transfers Abroad**

9.1. In connection with the disclosures of personal data referred to at section 6 above, we 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. This will arise where the recipient of personal data is established outside the European Economic Area, such as VPTI Solutions Private Limited in India and MOJO Web Solutions LLC in the United States of America. If and to the extent that we do so, we 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. Currently, these standard contractual clauses are the basis on which eFlow ensures that transfers can be made in a manner which is compliant with applicable data protection law.

9.2. The European Commission has the power to determine, on the basis of Article 45 of Regulation (EU) 2016/679 (the GDPR), whether a country outside the EU offers an adequate level of data protection. In this regard, eFlow relies on the adequacy decisions in respect of transfers to Innocraft Ltd. in New Zealand and W5 Marketing Intelligence Ltd in the UK.

9.3. Further details of the measures that have been taken in this regard are available from the eFlow Data Protection Officer using the contact details set out below.

10. **Security**

Your personal data which you provide to us will be held on secure servers hosted by Turas. The nature of the internet is such that we cannot guarantee the security of any information you transmit to us via the App. However, we have 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.

11. **Your Rights**

You have the following rights, in certain circumstances, in relation to your personal data:

- **Right to access the data** – You have the right to request a copy of the personal data that we hold about you, together with other information about our processing of that personal data.

- **Right to rectification** – You have the right to request that any inaccurate data that is held about you is corrected, or if we have incomplete information you may request that we update the information such that it is complete.

- **Right to erasure** – You have the right to request us to delete personal data that we hold about you. This is sometimes referred to as the right to be forgotten.

- **Right to restriction of processing** – You have the right to request that we no longer process your personal data for particular purposes.

- **Right to object to the processing of your personal data** – You have the right to object to our processing of your personal data for particular purposes.

- **Right to data portability** – You have the right to receive your personal data, which you provided to us, in a structured, commonly used machine readable format or to require us to transmit that data to another controller.

- **Right to withdraw your consent** – where our processing of your personal data is based on you having provided consent, you have the right to withdraw your consent to the processing at any time.

Please note that these rights are not absolute and are subject to certain restrictions and exemptions. For example, the right to erasure of personal data will not apply where we have a legitimate reason to continue to hold such data and we may continue to process your personal data, despite an objection by you, where we have compelling legitimate grounds for the processing which override your interests, rights and freedoms.

In order to exercise any of the rights set out above, please contact us using the contact details below.

12. **Retention**

12.1. We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements and if relevant to deal with any claim or dispute that might arise between you and TII.

12.2. Our retention periods differ depending on the type of categories of personal data held. To determine the appropriate retention period for personal data, we consider

the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

13. **Changes to this Privacy Notice**

From time to time we may decide to change our privacy notice, but any changes will be included in the App to keep you up to date on how we collect, use and disclose information. If at any time we decide to use personal data in a manner significantly different from that stated in this privacy notice or otherwise disclosed to you at the time it was collected, we will notify you, and you will have the choice as to whether or not we use your information in the new manner.

14. **Contacting eFlow, Questions and Complaints**

14.1. If you have any questions or complaints about our use of your personal data, please contact the eFlow Data Protection Officer using the contact details below.

14.2. You can contact eFlow in the following ways:

- by post: Data Protection Officer, Turas Mobility Services Limited, Block 8, Harcourt Centre, Charlotte Way, Dublin, D02 K580
- by email: dataprotection@eflow.ie
- by phone: 0818 50 10 50 (International: +353 1 4610122)
- by using the Webchat with the eFlow team or accessing the Help & Support area on the App.

14.3. Alternatively, TII's Data Protection Officer may be contacted as follows:

- by post: Data Protection Officer, Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10
- by phone: +353 1 646 3600
- by email: dataprotection@tii.ie

14.4. Further information about data protection can be found on the Data Protection Commission's website: www.dataprotection.ie.

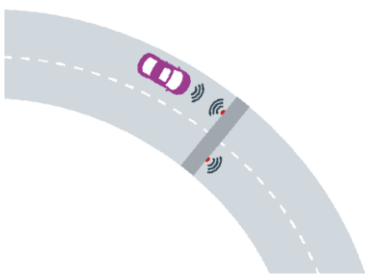
14.5. You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.

eFlow: MyTolls App Privacy Notice

Updated: 06 May 2026

Nuashonraithe: 06 Bealtaine 2026

eFlow: Fógra Príobháideach ais Aip MyTolls



eFlow: Fógra Príobháideachais Aip MyTolls

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1 Réamhrá

1.1 Is é Bonneagar Iompair Éireann (**"BIÉ"**) ainm oibriúcháin an Údaráis um Bóithre Náisiúnta i ndiaidh scaoileadh na Gníomhaireachta um Fháil Iarnród agus aistriú a feidhmeanna chuig an tÚdarás um Bóithre Náisiúnta de réir Acht na mBóithre, 2015. Is é seo a leanas príomhsheoladh BIÉ - Ionad Gnó Gheata na Páirce, Sráid Gheata na Páirce, Baile Átha Cliath 8, D08 DK10, Éire.

1.2 Tá Turas Mobility Services Ltd (**"Turas"**) ceaptha ag BIÉ chun seirbhísí dola agus seirbhísí eile a chur ar fáil a bhaineann le hoibriú an chórais dola gan bhacainn eFlow ar mhótarbhealach an M50 i mBaile Átha Cliath, lena n-áirítear suíomh gréasáin eFlow.ie a chur ar fáil agus Aip MyTolls: eFlow (an "**Aip**").

1.3 De bhrí go bhfuil Turas freagrach as an Aip a chur ar fáil thar ceann BIÉ, go ginearálta tá sé ag feidhmiú mar phróiseálaí aon sonraí pearsanta a bhailítear agus a phróiseáiltear tríd an Aip seo. Ciallaíonn sé sin go bhfuil BIÉ freagrach as na sonraí seo a phróiseáil ina ról mar rialaitheoir sonraí den chineál sin.

2 Cuspóir

2.1 Is é cuspóir an fhógra príobháideachais seo eolas a chur ar fáil duit maidir leis na sonraí pearsanta a bhaineann leat a d'fhéadfaí a bhailiú agus a phróiseáil nuair a fhaigheann tú rochtain ar agus nuair a úsáideann tú an Aip.

2.2 Tá do cheart chun príobháideachais á urramú go hiomlán ag Turas agus ag BIÉ agus caitheann siad leis na sonraí ar fad a bhailítear tríd an Aip seo de réir dlíthe cosanta sonraí infheidhme.

2.3 Tá faisnéis maidir le próiseáil do shonraí pearsanta nuair a úsáideann tú córas dolaí gan bhacainn eFlow ar mhótarbhealach an M50 i mBaile Átha Cliath, mar chustaiméir neamhchláraithe nó nuair a osclaíonn agus nuair a choimeádann tú cuntas eFlow custaiméara chláraithe, ar fáil ar leithligh ar Fógra Cosanta Sonraí eFlow.

3 Bailiú agus úsáid faisnéise pearsanta

3.1 Ní bhaileoimid aon fhaisnéis fút is féidir a úsáid chun tú a aithint go pearsanta nuair a úsáideann tú an Aip seo mura roghnaíonn tú a leithéid sin d'fhaisnéis a chur ar fáil dúinn. Braitheann an fhaisnéis a bhailímid ar na roghanna a roghnaíonn tú nuair a úsáideann tú an Aip.

3.2 Féadfaidh Turas na sonraí pearsanta seo a leanas, maidir leat, ar fad, nó cuid acu, a bhailiú agus a phróiseáil thar ceann BIÉ:

eFlow: Fógra Príobháideachais Aip MyTolls

Catagóir na Sonraí Pearsanta	**Cur Síos**
Sonraí Aipe	• Seoladh IP • An cineál córais oibriúcháin • Fad na seisiún úsáideora
Sonraí Teagmhála	• Ainm • Seoladh ríomhphoist • Uimhir theileafóin phóca
Sonraí Dola agus Pionóis	• Sonraí maidir le haon iarratas dola caighdeánach (“**IDCanna**”) eisithe • Sonraí maidir le haon fhógra dola neamhíoctha **(“FDNanna”)** eisithe
Sonraí Íocaíochta	• Sonraí cárta creidmheasa nó cárta dochair Sonraí Sparáin Dhigitigh (e.g. Apple Pay)
Sonraí Cumarsáide	• Nuair a úsáideann tú ár gComhrá Gréasáin, an Fhoirm Fiosrúcháin Ghinearálta, an Fhoirm um Achomharc Pionós, an Fhoirm Fiosrúcháin Aistear nó an Fhoirm Fiosrúcháin Íocaíochta, chun cumarsáid a dhéanamh linn tríd an Aip, is féidir leat rogha a dhéanamh d’fhaisnéis phearsanta a chur ar fáil dúinn, lena n-áirítear ach gan a bheith teoranta don mhéid seo a leanas: ○ Ainm iomlán ○ Ríomhphost ○ Uimhir an Uimhirphláta

eFlow: Fógra Príobháideachais Aip MyTolls

Sonraí Próifíle Mear-rochtana (i.e. úsáideoirí bóithre dola a chruthaigh próifíl ar an Aip ach nach bhfuil cuntas eFlow atá cláraithe go hiomlán acu)	○ Seoladh ríomhphoist agus uimhir theileafóin 8. Sonraí na feithicle, lena n-áirítear uimhir an uimhirphláta, déanamh, múnla, dath agus cineál feithicle 9. Stair íocaíochta agus stair an aistir 10. Comhfhreagras le eFlow 11. Sonraí cárta creidmheasa nó cárta dochair 12. Pasfhocal 13. Admhálacha 14. Sainroghanna brúfhógraí (liostáil nó díliostáil)
Sonraí an Chuntais Chláraithe (i.e. Úsáideoirí bóithre dola a bhfuil cuntas cláraithe eFlow acu)	• Ainm iomlán • Sonraí teagmhála lena n-áirítear do sheoladh poist (lena n-áirítear Éirchód má roghnaíonn tú a leithéid a chur ar fáil), seoladh ríomhphoist agus uimhir theileafóin teagmhála • Uimhir chuntais • Uimhir an uimhirphláta • Déanamh, múnla, dath agus aicme feithicle aon fheithicil atá curtha leis an gcuntas • Íomhá taifeadta d'uimhir/d'uimhreacha d'uimhirphláta ón aistear ar an M50 • Uimhir thagartha an aistir

	• Soláthraí na clibe agus uimhir na clibe • Sonraí an chárta creidmheasa, cárta dochair nó dochair dhírigh • Faisnéis maidir le pasáiste an bhóthair dhola • Stair íocaíochta • Aitheantas Clibe nó uimhir chuntais eFlow • Comhfhreagras agus taifeadtaí comhrá teileafóin le eFlow
Cuardach Sonraí Cuntais Neamhchláraithe (sa chás go n-ascnaíonn feithiclí atá ábhartha do chuntas neamhchláraithe nó le próifíl Mhear-rochtana chuig cuntas atá cláraithe go hiomlán)	• Uimhir an uimhirphláta • Cibé acu ar ceannaíodh nó nár ceannaíodh an fheithicil le 30 lá anuas • Stair an aistir • Admhálacha
Sonraí PIN chun críche PIN a aisghabháil / Pionóis a íoc	• Seoladh ríomhphoist • Uimhir an uimhirphláta • An dáta agus an t-am deiridh ar úsáideadh bóthar dola an M50 • Cibé acu an tusa úinéir cláraithe na feithicle

4 Foinsí Sonraí Pearsanta

Go ginearálta, bailítear aon sonraí pearsanta a bhaineann leat a phróiseálaimid go díreach tríd an Aip seo má roghnaíonn tú an fhaisnéis sin a chur ar fáil dúinn. Tá eolas maidir le tuilleadh foinsí sonraí pearsanta a d’fhéadfaimis a bhailiú fút le fáil i bhFógra Cosanta Sonraí eFlow.

5 Bunúis Dlí

5.1 Tá na sonraí pearsanta a bhfuil cur síos déanta orthu thuas á bpróiseáil againne agus ag soláthraithe seirbhíse tríú páirtí atá ag gníomhú ar ár son. Is iad seo a leanas na Bunúis Dlí atá le bailiú, próiseáil agus aistriú do chuid sonraí pearsanta chun na críche seo:

- Sa chás go bhfuil a leithéid de phróiseáil riachtanach chun cúraimí a chur i gcrích ar mhaithe le leas an phobail agus/nó chun údarás oifigiúil a fheidhmiú atá dílsithe in BIÉ (**"Leas an Phobail/Údarás Oifigiúil"**);

- Sa chás go bhfuil a leithéid de phróiseáil riachtanach chun conradh a fheidhmiú leat nó sa chás go bhfuil sé riachtanach céimeanna a chur i gcrích ar iarratas uait sula nglactar páirt i gconradh leat (**"Conradh"**); agus

- Do thoiliú ("**Toiliú"**), más é sin an cás, iarrfar ort léargas dearfach a thabhairt maidir leis an toiliú sin.

6 Cuspóir na ngníomhaíochtaí próiseála agus an bhunúis dlí ghaolmhair

6.1 Próiseálaimid sonraí pearsanta chun an méid seo a leanas a dhéanamh:

Cuspóirí	**Catagóirí Sonraí Pearsanta**	**Bunúis Dlí**
Déan iarracht a chinntiú go mbeidh sé níos éasca d'úsáideoirí an Aip seo a úsáid, foghlaim faoi líon úsáideoirí na hAipe agus faoin gcineál teicneolaíochta a úsáideann ár gcustaiméirí chun rochtain a fháil ar an Aip	Sonraí Aipe Tabhair faoi deara, nach bhfuil faisnéis maidir le húsáideoirí aonair i rith a seisiún úsáideoirí á rianú nó á taifeadadh againn. Féadfaimid staitisticí comhiomlána maidir lenár n-úsáideoirí a thiomsú agus a thuairisciú i dtéarmaí líon, patrún tráchta agus faisnéis a bhaineann leis an suíomh. Ní bheidh aon fhaisnéis is féidir a úsáid chun duine a aithint go pearsanta san áireamh in aon staitistic dá leithéid.	Leas an Phobail/Údarás Oifigiúil de bhua Acht na mBóithre, 1993 (arna leasú)
Chun freagairt d'fhiosrúcháin agus do ghearáin trí Chomhrá	Sonraí Cumarsáide	Leas an Phobail/Údarás Oifigiúil de bhua Alt 17(1), 17(2) agus 19(3) d'Acht na

Gréasáin, an Fhoirm Fiosrúcháin Ghinearálta, an Fhoirm um Achomharc Pionós, an Fhoirm Fiosrúcháin Aistear nó an Fhoirm Fiosrúcháin Íocaíochta nó aon fhoirm theagmhála eile – ní úsáidtear faisnéis a bhailítear ar an tslí seo ach chun déileáil le d'fhiosrúchán. Stóráiltear do shonraí pearsanta go slán agus ní choinnítear iad do thréimhse níos faide ná mar is gá.		mBóithre, 1993 (arna leasú)
Do chuntas eFlow a chlárú agus a bhainistiú	Sonraí Cuntais Chláraithe	Conradh
Do Phróifíl Mhear-rochtana a chlárú agus a bhainistiú	Sonraí do Phróifíle Mear-rochtana	Conradh
D'íocaíocht dola nó pionós a phróiseáil	Sonraí Íocaíochta Sonraí Teagmhála Sonraí do Phróifíle Mear-rochtana Sonraí Cuntais Chláraithe Sonraí Dola agus Pionóis	Leas an Phobail/Údarás Oifigiúil, de bhua alt 59(1) d'Acht na mBóithre, 1993 (arna leasú) agus Fodhlí 5 agus Fodhlíthe don M50 (idir Acomhal 6 agus 7) ("**Fodhlíthe an M50**") Conradh (i ndáil le custaiméirí eFlow cláraithe agus custaiméirí Mear-rochtana)
Do dholaí neamhíoctha a aistriú go dtí do chuntas cláraithe	Sonraí Cuntais Chláraithe Cuardach Sonraí Cuntais Chláraithe Sonraí do Phróifíle Mear-rochtana	Leas an Phobail/Údarás Oifigiúil, de bhua alt 59(1) d'Acht na mBóithre, 1993 (arna leasú) agus Fodhlí 5 agus Fodhlíthe don M50 (idir Acomhal 6 agus 7) ("**Fodhlíthe an M50**")

	Sonraí Dola agus Pionóis	Toiliú
Uimhir PIN a sheoladh chugat mura bhfuil cuntas cláraithe eFlow agat agus má iarrann tú uimhir PIN	Sonraí PIN	Leas an Phobail/Údarás Oifigiúil, de bhua Acht na mBóithre, 1993 (arna leasú)
Ríomhphost nó fógraí SMS a sheoladh mura bhfuil cuntas cláraithe eFlow agat agus má liostáil tú chun a leithéid de chumarsáid a fháil	Sonraí Cumarsáide	Toiliú
Brúfhógraí a sheoladh chugat tríd an Aip má tá próifíl Mhear-rochtana agat agus má liostáil tú chun a leithéid de chumarsáid a fháil	Sonraí do Phróifíle Mear-rochtana	Toiliú

6.2 Ní bhailímid ná ní phróiseálaimid catagóirí speisialta sonraí pearsanta a bhaineann le húsáideoirí Aipe d'aon turas. Má chuireann tú sonraí pearsanta a bhaineann le catagóir speisialta ar fáil dúinn, i ndáil le gearán nó fiosrúchán mar shampla, is iad seo a leanas na bunúis dlí atá mar bhonn leis na cúiseanna a d'fhéadfaimis sonraí catagóirí speisialta a bhaineann leat a bhailiú, a phróiseáil agus a aistriú (e.g. sonraí a bhaineann le sláinte):

(a) tá sé seo riachtanach do chúiseanna suntasacha a bhaineann le leas an phobail; nó

(b) tá toiliú sainráite tugtha agat maidir lena leithéid sin de phróiseáil.

6.3 Má theastaíonn tuilleadh sonraí uait maidir leis na cúiseanna a mbíonn do shonraí pearsanta á bpróiseáil againn chun seirbhísí eFlow a chur ar fáil duit go ginearálta, féach ar Phríomhfhógra Cosanta Sonraí eFlow.

eFlow: Fógra Príobháideachais Aip MyTolls

7 Nochtadh Sonraí Pearsanta

7.1 I ndáil leis an Aip, is iad seo a leanas príomhfhaighteoirí na sonraí pearsanta atá a bpróiseáil ag BIÉ:

Faighteoir Sonraí Pearsanta	***Cuspóir na Próiseála***
Turas Mobility Services Ltd.	Chun eFlow a oibriú agus a bhainistiú
Cuideachta Neamhtheoranta Abtran	Fochóras na gcainéal custaiméara a óstáil agus a oibriú
VPTI Solutions Private Limited	Tacú le seirbhísí a bhaineann le hoibriú eFlow
ViaPlus Europe Limited	Tacú le seirbhísí a bhaineann le hoibriú eFlow
Payzone Ireland Ltd	Seirbhísí íocaíochta cárta a chur ar fáil
InnoCraft Ltd (Matomo)	Seirbhísí anailísíochta sonraí le haghaidh eFlow: Aip My Tolls
MOJO Web Solutions LLC	Forbairt, tacaíocht agus cothabháil Aip My Tolls: eFlow
Twilio Inc.	Chun fógraí SMS a sheoladh chuig custaiméirí nuair a roghnaítear a leithéid
Twilio SendGrid	Chun fógraí ríomhphoist a sheoladh chuig custaiméirí nuair a roghnaítear a leithéid
Drupal	Creat bainistíochta ábhair a fhorbairt a bheidh mar bhonn leis an Aip
W5 Marketing Intelligence Ltd	Suirbhéanna sástachta custaiméirí a sheoladh
Pierse Fitzgibbon Solicitors LLP	Seirbhísí forfheidhmithe a chur ar fáil do dholaí atá neamhíoctha ag feithiclí teaghlaigh

7.2 Féadfaimid do shonraí pearsanta a nochtadh d'eagraíochtaí eile i ndáil leis na críocha thuas, sna himthosca seo a leanas:

(i) Féadfaimid sonraí pearsanta a roinnt lenár ngníomhairí, conraitheoirí agus soláthraithe seirbhíse a chabhraíonn linn chun gnéithe dár seirbhísí agus feidhmeanna a chur ar fáil, cosúil lenár bpróiseálaí cárta íocaíochta, conraitheoirí baincéireachta agus comhfhreagrais phriontála/phoist, soláthraí/soláthraithe seirbhíse forfheidhmithe eFlow, Údaráis Cheadúnaithe Feithiclí Eachtracha agus gníomhaireachtaí forfheidhmithe dlí.

(j) Sa chás go gceapann BIÉ oibritheoir nua eFlow, féadfaimid sonraí pearsanta a roinnt leis an oibritheoir nua seo chun aistriú éifeachtach chuig an oibritheoir nua a éascú agus a chun leanúnachas seirbhíse a chinntiú do chustaiméirí eFlow i rith aon tréimhse aistrithe.

(k) Sa chás go bhfuil dualgas orainn sonraí pearsanta a nochtadh nó a roinnt chun aon oibleagáid dlí a chomhlíonadh nó chun cearta, maoin nó sábháilteacht eFlow, a chustaiméirí nó daoine eile a chosaint. Chomh maith leis sin, féadfaimid faisnéis a roinnt faoin tslí a n-eagraíonn tú do chuntas le gníomhaireachtaí tagartha creidmheasa.

(l) Nuair is gá nó nuair a cheadaítear de réir an dlí, féadfaimid do shonraí pearsanta a roinnt le húdaráis agus le comhlachtaí poiblí eile, cosúil leis na Gardaí nó údaráis forfheidhmithe dlí eile chun críche coireacht a chosc, a scrúdú nó a bhrath.

(m) Chomh fada is a bhaineann le hidirbhearta dola idir-inoibritheacha a chur ar fáil in Éirinn, féadfaimid do shonraí pearsanta a roinnt le hoibritheoir comhoiriúnach ábhartha.

(n) Féadfaimid sonraí pasáiste dola a roinnt le príomhpháirtithe leasmhara, e.g. An Roinn Iompair, chun críche taighde agus anailíse staitistiúla.

(o) Chun críche comórtais a reáchtáil thar ceann BIÉ, féadfaimid, faoi réir toiliú a fháil uait, d'ainm, seoladh ríomhphoist agus sainroghanna margaíochta a chuir tú ar fáil dúinn a nochtadh.

(p) Sa chás go bhfuil cead againn a leithéid a dhéanamh de réir an dlí.

Má theastaíonn tuilleadh sonraí uait maidir le faighteoirí do shonraí pearsanta i ndáil le seirbhísí eFlow go ginearálta, féach ar Phríomhfhógra Cosanta Sonraí eFlow [anseo].

8 Fianáin

8.1 Tá fianáin in úsáid ag an Aip seo.

8.2 Má theastaíonn tuilleadh faisnéise uait maidir leis an tslí a n-úsáideann an Aip seo fianáin agus maidir le do roghanna chun glacadh le nó chun diúltú d'fhianáin, féach ar ár mBeartas trí chliceáil anseo.

9 Aistrithe Thar Lear

9.1 I ndáil leis na nochtaí sonraí pearsanta dá dtagraítear dóibh in alt 6 thuas, féadfaimid do shonraí pearsanta a aistriú lasmuigh den Limistéar Eorpach Eacnamaíoch, lena n-áirítear chuig dlínse nach bhfuil aitheanta ag an gCoimisiún Eorpach mar sheirbhís a sholáthraíonn leibhéal cosanta comhionann do shonraí pearsanta leis an leibhéal a sholáthraítear san Aontas Eorpach. Beidh a leithéid i gceist sa chás go bhfuil faighteoir sonraí pearsanta bunaithe lasmuigh den Limistéar Eorpach Eacnamaíoch, cosúil le VPTI Solutions Private Limited san India agus MOJO Web Solutions LLC i Stáit Aontaithe Mheiriceá. Más rud é go ndéanaimid amhlaidh agus a mhéid a ndéanaimid amhlaidh, cinnteoimid go mbeidh bearta oiriúnacha bunaithe faoi dhlí infheidhme atá ag rialú a leithéid sin d'aistrithe, a bhféadfadh páirt a ghlacadh i gconradh atá ag rialú an aistrithe ina bhfuil 'clásail chonarthacha chaighdeánacha' atá ceadaithe chun na críche seo ag an gCoimisiún Eorpach, a bheith i gceist leis. I láthair na huaire, is iad na clásail chonarthacha chaighdeánacha seo an bunús ar a gcinntíonn eFlow gur féidir aistrithe a dhéanamh ar shlí atá comhlíontach le dlí cosanta sonraí infheidhme.

9.2 Tá an chumhacht ag an gCoimisiún Eorpach chun cinneadh a dhéanamh, ar bhonn Airteagal 45 de Rialachán (AE) 2016/679 (RGCS), maidir le cibé acu an soláthraíonn nó nach soláthraíonn tír lasmuigh den AE leibhéal oiriúnach cosanta sonraí. Sa chomhthéacs seo, braitheann eFlow ar leordhóthanacht cinntí i ndáil le haistrithe chuig Innocraft Ltd. sa Nua-Shéalainn agus W5 Marketing Intelligence Ltd sa Ríocht Aontaithe.

9.3 Tá tuilleadh sonraí maidir leis na bearta atá curtha i gcrích sa chomhthéacs seo le fáil ó Oifigeach Cosanta Sonraí eFlow trí úsáid a bhaint as na sonraí teagmhála thíos.

10 Slándáil

Coinneofar do shonraí pearsanta a chuir tú ar fáil dúinn ar fhreastalaithe slána atá a n-óstáil ag Turas. Mar gheall ar an tslí a n-oibríonn an t-idirlíon ní féidir linn slándáil aon fhaisnéise a aistríonn tú chugainn tríd an Aip a ráthú. É sin ráite, tá glactha againn le bearta slándála oiriúnacha teicniúla agus eagraíochtúla chun d'fhaisnéis a chosaint ó rochtain neamhúdaraithe agus in aghaidh próiseáil atá mídhleathach, caillteanas, díothú nó damáiste trí thionóisc. Chomh maith leis sin, cinnteoimid go gceanglaítear ar ár ngníomhairí nó soláthraithe seirbhíse tríú páirtí, a phróiseálann do shonraí, do shonraí a choinneáil sábháilte agus slán.

11 Do Chearta

Tá na cearta seo a leanas agat, in imthosca áirithe, i ndáil le do shonraí pearsanta:

- **An ceart chun rochtain a fháil ar na sonraí** – Tá an ceart agat chun iarratas a dhéanamh ar chóip de na sonraí pearsanta maidir leat atá inár seilbh, mar aon le faisnéis eile maidir leis an tslí a bpróiseálaimid na sonraí pearsanta sin.

- **An ceart go ndéanfaí ceartúcháin** – Tá an ceart agat chun iarratas a dhéanamh ar aon sonraí míchearta fút atá á sealbhú a cheartú, nó sa chás go bhfuil faisnéis neamhiomlán maidir leat inár seilbh, tá an ceart agat chun iarratas a dhéanamh go ndéanfaimid nuashonrú ar an bhfaisnéis ionas go mbeidh sí iomlán.

- **An ceart go ndéanfaí léirscriosadh** – Tá an ceart agat chun iarratas a dhéanamh go scriosfaimid na sonraí pearsanta maidir leat atá inár seilbh. Uaireanta, an ceart go ndéanfaí ligean i ndearmad a thugtar air seo.

- **An ceart go gcuirfí srian le próiseáil** – Tá an ceart agat chun iarratas a dhéanamh nach mbeadh do shonraí pearsanta á bpróiseáil againn níos mó do chríocha áirithe.

- **An ceart chun agóid a dhéanamh in aghaidh do shonraí pearsanta a phróiseáil** – Tá an ceart agat chun agóid a dhéanamh in aghaidh do shonraí pearsanta a bheith á bpróiseáil againn do chríocha áirithe.

- **An ceart chun iniomparthachta sonraí** – Tá an ceart agat chun do shonraí pearsanta a fháil, atá curtha ar fáil agat dúinn, i bhformáid mheaisín-inléite struchtúrtha, a úsáidtear go coitianta nó a cheangal orainn go mbeadh na sonraí sin á dtarchur chuig rialaitheoir eile.

- **An ceart chun do thoiliú a aistarraingt** – sa chás go bhfuil an phróiseáil a ndéanaimid ar do shonraí pearsanta bunaithe ar thoiliú a bheith tugtha agat, tá an ceart agat chun do thoiliú don phróiseáil a aistarraingt ag am ar bith.

Tabhair faoi deara nach bhfuil na cearta seo absalóideach agus go bhfuil siad faoi réir srianta agus díolúintí áirithe. Mar shampla, ní bheidh feidhm leis an gceart go ndéanfaí sonraí pearsanta a léirscriosadh sa chás go bhfuil cúis dhlisteanach againn chun leanúint ar aghaidh lena leithéid de shonraí a choinneáil agus féadfaimid leanúint ar aghaidh le do shonraí pearsanta a phróiseáil, ainneoin agóid a fháil uait, sa chás go bhfuil forais dhlisteanacha láidre againn chun an phróiseáil a dhéanamh a sháraíonn do leasanna, cearta agus saoirsí.

Chun aon cheann de na cearta thuasluaite a fheidhmiú, déan teagmhail linn trí na sonraí teagmhála a úsáid.

12 Coinneáil

12.1 Ní choinneoimid do shonraí pearsanta ach don tréimhse is faide agus is gá chun na críocha lenar bailíodh na sonraí a chomhlíonadh, lena n-áirítear chun críocha aon cheanglas dlí, cuntasaíochta nó tuairiscithe a chomhlíonadh agus má tá a leithéid ábhartha chun déileáil le haon éileamh nó díospóid a d'fhéadfadh a bheith ann idir tusa agus BIÉ.

12.2 Braitheann ár dtréimhsí coinneála ar an gcineál catagóirí sonraí pearsanta a choinnítear. Chun cinneadh a dhéanamh maidir le tréimhse choinneála oiriúnach do na sonraí pearsanta, déanaimid machnamh ar mhéid, nádúr agus íogaireacht na sonraí pearsanta, an riosca díobhála a d'fhéadfadh a bheith ag baint le húsáid neamhúdaraithe nó le nochtadh do shonraí pearsanta, na críocha lena bpróiseálaimid do shonraí pearsanta agus cibé acu an féidir nó nach féidir linn na críocha seo a chomhlíonadh trí mhodhanna eile, agus na ceanglais dlí infheidhme.

13 Athruithe ar an bhFógra Príobháideachais seo

Ó am go ham, d'fhéadfaimis cinneadh a dhéanamh ár bhfógra príobháideachais a athrú, ach cuirfear aon athrú san áireamh san Aip chun tú a choinneáil ar an eolas faoin tslí a mbailímid, a úsáidimid agus a nochtaimid faisnéis. Más rud é, ag am ar bith, go gcinnimid sonraí pearsanta a úsáid ar bhealach an-difriúil leis an mbealach a sonraíodh san fhógra príobháideachais seo nó a nochtaíodh duit ag an am ar bailíodh na sonraí, cuirfimid fógra ar fáil duit, agus beidh rogha agat maidir le cead a thabhairt dúinn nó gan cead a thabhairt dúinn d'fhaisnéis a úsáid ar an mbealach nua.

14 Teagmháil a dhéanamh le eFlow, Ceisteanna agus Gearáin

14.1 Má tá aon cheist nó gearán agat maidir leis an úsáid a bhainimid as do shonraí pearsanta, déan teagmháil le hOifigeach Cosanta Sonraí eFlow trí úsáid a bhaint as na sonraí teagmhála thíos.

14.2 Is féidir leat teagmháil a dhéanamh le eFlow mar seo a leanas:

- tríd an bpost: An tOifigeach Cosanta Sonraí, Turas Mobility Services Limited, Bloc 8, Ionad Harcourt, Bealach Charlotte, Baile Átha Cliath, D02 K580
- trí r-phost: dataprotection@eflow.ie
- tríd an teileafón: 0818 50 10 50 (Idirnáisiúnta: +353 1 4610122)
- trí úsáid a bhaint as Comhrá Gréasáin le foireann eFlow nó trí rochtain a fháil ar an réimse Cabhrach & Tacaíochta ar an Aip.

14.3 Nó, is féidir teagmháil a dhéanamh le hOifigeach Cosanta Sonraí BIÉ mar seo a leanas:

- tríd an bpost: An tOifigeach Cosanta Sonraí, Bonneagar Iompair Éireann, Ionad Gnó Gheata na Páirce, Sráid Gheata na Páirce, Baile Átha Cliath 8, D08 DK10
- tríd an teileafón: +353 1 646 3600
- trí r-phost: dataprotection@tii.ie

14.4 Tá tuilleadh faisnéise maidir le cosaint sonraí le fáil ar shuíomh gréasáin an Choimisiúin um Chosaint Sonraí: www.dataprotection.ie.

14.5 Tá an ceart agat chun gearán a thaisceadh leis an gCoimisiún um Chosaint Sonraí mura bhfuil tú sásta leis an tslí a bhfuil d'fhaisnéis úsáidte againn nó leis an tslí ar dhéileálamar le do chearta. Tá sonraí maidir leis an gcaoi chun gearán a thaisceadh le fáil ar shuíomh gréasáin an Choimisiúin um Chosaint Sonraí.

Nuashonraithe: 06 Bealtaine 2026

eFlow: Fógra Príobháideachais Aip MyTolls