

Data Protection and eFlow

We know that your data is very important to you. As an eFlow customer protecting your data is a priority for us too. Our privacy notice tells you how and why we use your personal information. You will find our privacy notice at www.eflow.ie/privacy-cookies/.

You may have heard about the General Data Protection Regulation (GDPR) which companies have to comply with from 25th May 2018. We recommend that you take time to read this summary leaflet carefully.

About eFlow

eFlow is the operator of the barrier-free tolling system on Dublin's M50. eFlow is a registered business name of Transport Infrastructure Ireland (TII). TII is the data controller in respect of the personal data that is collected and processed by eFlow. emovis operations Ireland, an Irish company based in Dublin, is contracted by TII to operate the M50 tolling system (eFlow) on its behalf.

Personal data

eFlow respects your privacy and we would like to share with you how we process your personal information.

Why does eFlow process your personal details?

eFlow processes personal data in accordance with TII's statutory obligations to ensure that payment is obtained from all road users using eFlow services.

How does eFlow collect your personal data?

eFlow collects information directly from you when you choose to provide it to us or when you use eFlow products and services. eFlow also processes information about you that is provided to us from the following sources:

- the National Vehicle Driver File, in accordance with specific legislative authority;
- toll passage photographic and video recordings for all vehicles using the M50 toll road; and
- cameras/CCTV at M50 toll infrastructure

Does eFlow share your personal data?

Yes, eFlow may disclose or share your personal data to other organisations in connection with the purposes for which it was collected, or otherwise when eFlow is permitted by law. For example eFlow may share personal data with our customer service 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 service providers, printing/postal correspondence contractors, eFlow enforcement service provider and law enforcement agencies.

How long does eFlow hold your personal information?

eFlow will only retain your personal data for as long as necessary for the purpose or purposes for which it was obtained. This includes for the purposes of satisfying any legal, accounting, or reporting requirements. The retention periods differ depending on the type of categories of personal data held.

What are your rights as an eFlow customer?

You have the right to access, request rectification and/or erasure, restrict the use, and object to the processing of your personal data. You also have the right to receive your personal data that you provided to us. This will be provided by us in a structured, commonly used and machine-readable format. You have the right to require us to transit that data to another data controller, and 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.

How can someone exercise these rights?

Requests should be addressed to the Data Protection Officer and submitted in written format through our website, social media or via email. Account information can also be modified through a phone call by the account holder or by an authorised user.

Questions and complaints about our use of your personal data

eFlow can be contacted

- via our 'Contact Us' form at www.eflow.ie/contact-us/,
- by email at dataprotection@eflow.ie or
- by post to Data Protection Officer, eFlow, Cape House, Westend Office Park, Dublin 15, D15 Y9DV

Is there a charge?

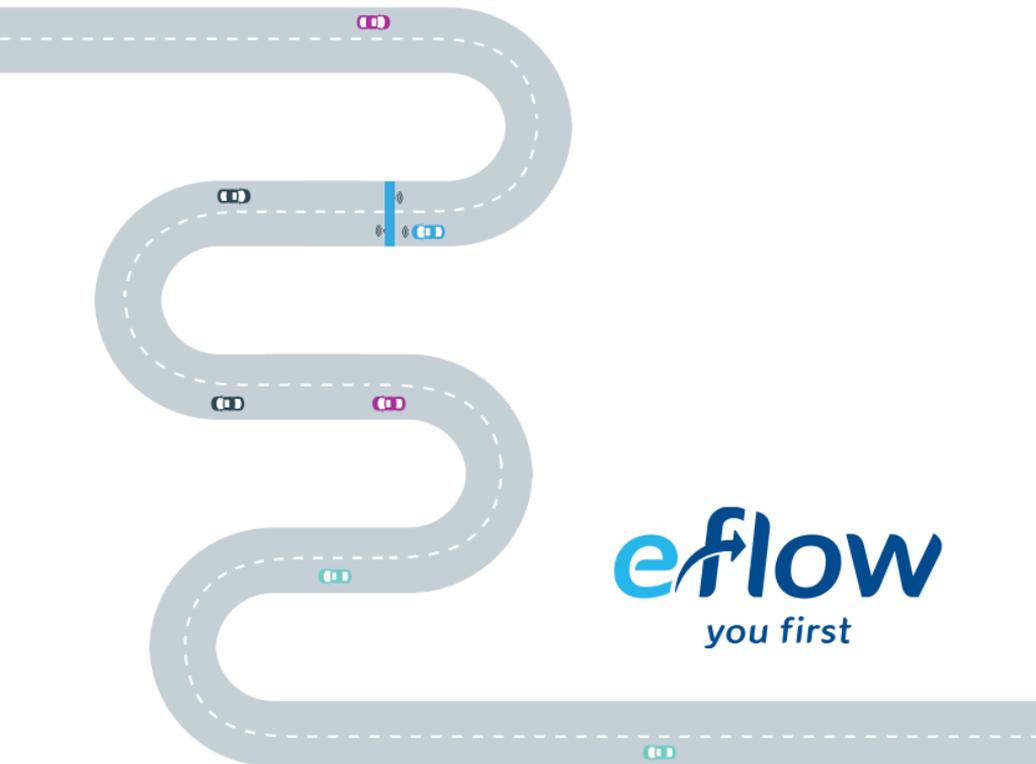
No, there is no charge. However, if any further copies are requested by the customer, eFlow may charge a reasonable fee.

What is the timeline for responses for each right?

eFlow must provide information without undue delay, normally within one month of receipt of request.

Where can I find more information?

Further information can be found at www.eflow.ie/help-guidance/downloads/



eflow
you first