

Privacy Statement – Laois County Council and MyCoCo Services

This privacy statement sets out how Laois County Council will process your personal data when you avail of the MyCoCo services. During the course of our activities, we will collect, store and process personal data about our customers in order to provide the most effective and targeted range of services to the citizens, communities, and businesses of County Laois.

For the purposes of the Data Protection Act 2018 (as amended) and the General Data Protection Regulation (GDPR) (together the 'Acts') Laois County Council is the data controller in respect of this data.

Laois County Council creates, collects, and processes a significant amount of 'personal data' and 'sensitive personal data' in various multiple formats daily. Our commitment is to ensure that the personal data supplied is:

- Obtained lawfully, fairly and in a transparent manner,
- Collected for only specified, explicit and legitimate purposes,
- Adequate, relevant, and limited to what is necessary for the purpose for which it was obtained,
- Recorded, stored accurately and where necessary kept up to date,
- Kept for no longer that is necessary, and, in a form, which permits identification of the data subject,
- Processed in a manner that ensures the appropriate security of the personal data including protection against unauthorised or unlawful processing of the data.

For full details of your rights in this regard, please see our full [Privacy Notice](#) on the website.

What is personal data?

“Personal data” is any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person and includes ‘Special Categories of Personal Data’.

“Special Categories of Personal Data” is personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited.

What are your rights with respect to your personal data?

You have the following rights:

- The right to access the personal data we hold about you.
- The right to require us to rectify any inaccurate personal data about you without undue delay.
- The right to have us erase any personal data we hold about you in circumstances such as where it is no longer necessary for us to hold the personal data or, in some circumstances, if you have withdrawn your consent to the processing.
- The right to object to us processing personal data about you such as processing for profiling or direct marketing.
- The right to ask us to provide your personal data to you in a portable format, or where technically feasible, for us to port that personal data to another provider provided it does not result in a disclosure of personal data relating to other people.
- The right to request a restriction of the processing of your personal data.

If you have any concerns about how Laois County Council collects or processes your personal data, please contact:

Data Protection Officer,
Laois County Council,
Àras an Chontae,
Portlaoise,
Co. Laois R32 EHP9
Email: dataprotection@laoiscoco.ie

Right to Complain to the Office of the Data Protection Commissioner

If you are not happy with the outcome of the response, you have a right to complain to the Office of the Data Protection Commission. The contact details are: -

Office of the Data Protection Commission, Canal House, Station Road, Portarlington, Co. Laois. LoCall 1890 25 22 31 | Phone +353 57 868 4800 | Fax +353 57 868 4757 | email info@dataprotection.ie

The legal basis for the processing of your personal data is:

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 Local Authority (Laois County Council “The Controller”) by virtue of their statutory functions set out under the Local Government Acts and various other statutory provisions.

The lawful basis specific to each of the Local Authority Services provided by MyCoCo is set out in the table below.

The legal basis for the processing of your Special Category personal data is:

Subject to suitable and specific measures having been taken to safeguard your fundamental rights and freedoms, the processing is necessary for the performance of a function conferred on the Local Authority (Laois County Council “The Controller”) under the Local Government Acts (as amended) and various other enactments, in accordance with Section 45 and 49 of the Data Protection Act 2018 and Article 9 GDPR.

Sharing of Personal Data

We may share your Personal Data with selected third parties, including for example, Department of the Environment, Climate and Communications, and other government agencies, where required to do so by law. We may also share your data with other Local Authorities, suppliers and other third parties who assist us in fulfilling our functions. Further information regarding the sharing of your personal data can be found in our Privacy Notice on our website which is available at Privacy Notice

Retention

Further information on the periods for which your personal data is kept, is outlined in the table below. You may also access the [National Retention Policy](#). Please note that this National retention policy is currently under review.

MyCoCo Services

The types of personal data that we will collect and process, the lawful basis, the purpose of processing, the categories of personal data, and the retention period information when using MyCoCo services is set out in the table below. Laois County Council may update this information to reflect change/additional services available on MyCoCo.

Service	Lawful basis	Personal data processed	Categories of personal data	Retention Period	Shared with
Commercial Rates	<ul style="list-style-type: none"> • Lawful basis under Article 6 of the GDPR 6 (1) (e) where: "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" • Local Government Act 2001 • Local Government Reform Act 2014 • Poor Relief (Ireland) Act 1838 • Poor Relief (Ireland) Act 1849 • Local Government Act 1946 • Local Government Act 1941 (S58) • Local Government Act 1946 (S14) • Grand Jury (Ireland) Act 1836 • Poor Relief (Ireland) Act 1838 • Courts Act 1981 • Courts Act 1982 	Name Address Eircode Telephone number email address	Service user/Customer	For existing customers keep records for duration of relationship. For historical customers Retain for 7 Years after last transaction.	Shared with <ul style="list-style-type: none"> • Legal Firms • Courts Service • Tailte Èireann

	<ul style="list-style-type: none"> • Judgment Mortgage (Ireland) Act 1850 				
Loans	<ul style="list-style-type: none"> • Lawful basis under Article 6 of the GDPR 6 (1) (e) where: “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” • The Family Home Protection Act, 1976. • Consumer Credit Act 1995 • Credit Reporting Act 2013 • Credit Reporting Act 2013 and Article 6(i)(e) GDPR. • Housing (Miscellaneous Provisions) Act 1966-1997 	Name Address Eircode Telephone number email address Loan details PPSN Civil Status Employments details (including name, address & contact details of employer)	Service user/Customer	For successful applications retain for term of loan (deed of discharge issued) + 7 years. Then Archive a record of all loan recipients.	Shared with <ul style="list-style-type: none"> • Department of Housing, Planning & Local Government • Housing Agency • Housing Finance Agency • LGMA • Mortgage Protection Insurance Company • Central Credit Register • Legal Firms • Courts Service
Rents	<ul style="list-style-type: none"> • Lawful basis under Article 6 of the GDPR 6 (1) (e) where: “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” • Housing (Miscellaneous Provisions) Act 2014 	Name Address Eircode Telephone number email address	Tenants	Retain until end of tenancy plus 7 years. Any non-required personal data is returned to Tenant upon receipt.	Shared with <ul style="list-style-type: none"> • Department of Housing, Planning & Local Government • Tusla • An Garda Síochána • Legal Firms • Courts Service • County Registrar - Sheriff • MABS (on consent from tenant) • Elected Members (on consent from tenant)
Fire Charges	Fire Services Act 1981 & 2003	Name Address	Service user/customers	Retain for 2 years after payment	Shared with <ul style="list-style-type: none"> • Legal Firms

		Eircode Telephone number email address		received. Then destroy. Where payment not received retain for 7 years the destroy.	<ul style="list-style-type: none"> Insurance Companies
ICOB - Scheme	<p>(1) Section 66(3) of the Local Government Act 2001</p> <p>(2) Local Government Acts 1941, 1946, 2001, 2014, the Poor Relief (Ireland) Act 1838,1841 and Section 66(3) of the Local Government Act 2001</p> <p>(3) Article 6(1)(e) of the General Data Protection Regulation</p>	<p>Legal Business Name</p> <p>Property Address</p> <p>Eircode</p> <p>Customer number & PIN</p> <p>email address</p> <p>Bank account details</p> <p>Tax registration number</p> <p>Tax clearance certificate</p>		<p>For existing customers keep records for duration of relationship.</p> <p>For historical customers Retain for 7 Years after last transaction.</p>	<p>Shared with</p> <ul style="list-style-type: none"> Dept of Enterprise, Trade and Employment LGMA As part of the ICOB scheme all grant recipients will be published on the Local Authority website in Nov 2024
DevCons	<ul style="list-style-type: none"> Lawful basis under Article 6 of the GDPR 6 (1) (e) where: "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" Planning and Development Act 2000 	<p>Name</p> <p>Address</p> <p>Eircode</p> <p>Telephone number</p> <p>email address</p>		<p>Retain until a certificate of compliance has been accepted and agreed between developer and local authority then recommend for archiving. Where payment of contributions has ceased then retain record of contributions while planning permission is active + 7yrs (= 12 years).</p>	<p>Shared with</p> <ul style="list-style-type: none"> Legal Firms Courts Service Tailte Èireann

Protecting your personal data:

Security measure in place. Payments services - PCI/DSS compliant systems - NIST standard compliance Hosting - All data stored in the platform is encrypted at rest and in transit - Data is only stored in EU data centres - Data is regularly backed up - Access management – the MyCoCo platform uses role-based access control to ensure that local authority staff and other agency’s staff are only allowed to access the information necessary to effectively perform their job

duties. - AI behaviour analytics to detect abnormal activity - Continuous threat detection and monitoring of servers for malicious behaviour. - Validation by periodic audit processes. - Annual Penetration Test - Web Application Firewall(WAF) rules to prevent against SQL Injection Attacks, cross site scripting and denial of service(DDoS) attacks. - Ascendas and AWS, to ensure that only authorised parties will be able to access the data and that the same will be protected at all stages from collection until its safe disposal. - Access to the MyCoCo administration portal is limited to the IP ranges of local authorities and used MFA during the login process

Where is your personal information processed?

All data will be processed within the EEA. Some of the data will reside and be processed within the relevant CoCo infrastructure. All data transacted through the application will be hosted within the AWS cloud which is an EEA-based cloud system. Payment data will be processed via the integrated platforms of Elavon and Global payments which are PCI/DSS compliant.

Laois County Council may change this privacy statement from time to time, and any changes will be posted on our website and will be effective when posted. This is to help you better understand why and how we use your personal data and to provide you with good customer services.

How can you contact us?

Our Data Protection Officer can be contacted by

Address: – Data Protection Officer, Laois County Council, County Hall, Portlaoise, Co. Laois R32EHP9

Or by email: dataprotection@laoiscoco.ie