

TFI Local Link Wexford Policies				
Title:	Website Privacy Policy			
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Category: Health & Safety & Operational

Subject: Website Privacy Policy as part of the Data Protection measures in place to protect the privacy of individuals visiting the TFI Local Link Wexford website

Review of this Policy: Annually by Wexford Local Link CLG, T/A TFI Local Link Wexford (LLWx) Board of Directors

1.Mission Statement

This statement relates to the privacy practices of TFI Local Link Wexford in connection with it's website. The company is not responsible for the content or privacy practices of any linked sites.

2.Collection and use of Personal Information

TFI Local Link Wexford does not collect any personal data about you on it's website. If you choose to send us personal information, for example via our 'Contact Us' page, we will use that information in line with the purpose for which you provided it and to respond to you if required. We will pass your details to another agency only if it is required by law or if that agency is relevant to your enquiry. We do not collect personal information for commercial purposes. If you have any questions about this aspect of Data Protection, we will be happy to clarify the position.

3.Personal Data

TFI Local Link Wexford does not covertly collect any personal data about you on it's website. It does, however, use a monitoring application to collate and analyse certain statistical information about the use of its website. When you visit our website the following information is retained about that visit:

- IP (Internet Protocol) Address
- The number of times per visit a request for data was received from each IP Address
- The entry to our website
- The length of time spent on our website
- The identity of any search engine used to access our website
- A list of all the pages visited while on our website
- The name of the browser used, e.g. Firefox, Chrome, Internet Explorer.

This information is used to monitor usage of our website including the frequency of use of Individual pages.

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No attempt is made to identify individual users or to associate the technical details listed above with the individual. The website usage data are used to inform the on-going improvement and development of the Company's Website

Any information that you provide through our 'Contact Us' page will only be used for the purpose for which you provided it. Please note that your email address will be recorded but will not be passed on to any third party.

What information will be hold and how long:

- In the event of a general query contact details will be deleted when the information has been provided.
- If there is an enquiry about unmet transport needs or request for transport we will hold your information in order to provide you with information on new services in your area for a maximum of 1 year.
- In the case of a complaint your contact details will be held for 6 months once the complaint has been dealt with and then deleted. (this is to see if there is a pattern in complaints)

4.Data Protection

Data protection is the means by which the privacy rights of individuals are safeguarded in relation to the processing of their data. The Data Protection Acts 2003 to 2018 confer rights to individuals as well as placing responsibilities on entities processing personal data. The requirements of the Data Protection Acts apply to all legal entities within Irish jurisdiction whether government, private, voluntary or charitable that controls personal data.

The acts place obligations on such entities in terms of how they process personal data. One of these obligations is to give a person a copy of their personal data on request. This right to access personal data is subject to very limited exemptions. For further details, please refer to www.dataprotection.ie

As a data controller TFI Local Link Wexford has the following responsibilities in relation to personal data.

1. Obtain and Process the information fairly.
2. Keep it only for one or more specified and lawful purposes.
3. Process it only in ways compatible with the purposes for which it was given to you initially.
4. Keep it safe and secure.
5. Keep it accurate and up to date.
6. Ensure that it is adequate, relevant and not excessive.
7. Retain it no longer than is necessary for the specified purpose or proposes.
8. Give a copy of his/her personal data to any individual on request.

Under the Data Protection Act, each person has the right to data protection when their details are:

- Held on a Computer.
- Held on Paper or other manual form as part of a filing system.

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- Made up of photographs or video recordings of your image or recordings of your voice.

How to make a subject Access Request

Should an individual request access to their personal information that TFI Local Link Wexford holds, under section 3 & 4 of the Data Protection Acts, they have a right to find out.

- If TFI Local Link Wexford holds information pertaining to them.
- To be given a description of such information.
- To be told the purpose(s) for holding such information.
- To get a copy of their information in full.
- To know where the information was obtained.
- How has their information been used?
- If the information has been passed on to anyone.

The request should be made in writing for example:

'I wish to make an access request under the Data Protection Acts 1988 - 2018 for a copy of any information you keep about me, on computer or in manual form. I am making this request under section 4 of the Data Protection Acts'.

The data controller is entitled to ask for evidence of identity. Once the request, fee and proof of identity have been received we will forward the data we hold to you as soon as possible and in any event not more than 40 days after receipt of request.

Cookies

Cookie	Type
Cookie Compliance	Persistence 1 yr

Duration Description

Remembers if you clicked the accept button in the cookie information bar at the top of your browser.

Cookie	Type
Google Analytics	Persistent 1 Yr

Duration Description

To Help us improve our site and to better understand how people use our site we use Google Analytics. Most websites use an analytics program. The collected data is anonymous, it does not identify you as an individual in any way. It helps us

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identify how many people visit our site, which country they are from, how many pages they have visited, how fast our site loaded and so on.

To delete the cookies please refer to your browser help section.

Disclaimer

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Review of this Policy:

Annually by Wexford Local Link CLG, T/A Local Link Wexford, (LLWx) Board of Directors, or as the need arises.

Approved by the Board of Directors on: 22/10/21

Signed on behalf of the Board of Directors: 

Position Held: Chair