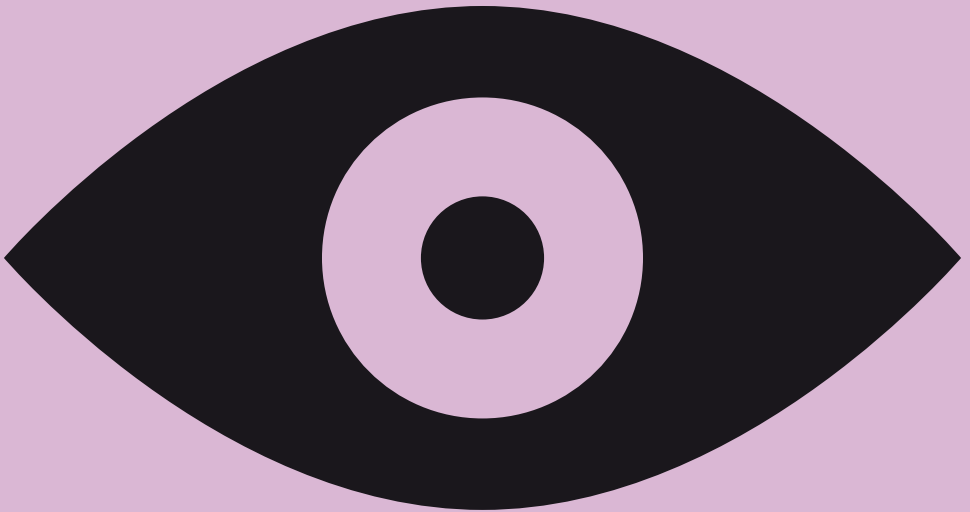


# KNOW YOUR RIGHTS

## Protect Your Privacy



Irish Council for  
**Civil Liberties**

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# KEY WORDS

## **AUTOMATED FINGER-PRINT IDENTIFICATION SYSTEM (AFIS)**

A fingerprint system kept by the Garda National Immigration Bureau (GNIB) that contains the fingerprints of all registered foreign nationals. AFIS uses digital imaging technology to get, sort and analyse fingerprint information.

## **AUTOMATIC NUMBER PLATE RECOGNITION (ANPR)**

A system that lets the Gardaí take a digital photograph of a car and the people in it. The system also lets Gardaí read the number plates of passing cars from a roadside camera.

## **BARRISTER**

A specialist in litigation and advocacy. Usually, barristers are instructed by a solicitor rather than by the person taking the case.

## **BIOMETRICS**

The technology of measuring and analysing human body information such as fingerprints, parts of the eye (retinas and irises), voice patterns, facial patterns and hand measurements.

## **CLOSED CIRCUIT TELEVISION (CCTV)**

Video cameras that provide images or recordings to help with surveillance. See also 'surveillance'.

## **COMMUNITY-BASED CCTV SCHEME**

A scheme that gives funding to some local organisations to help them set up their own community CCTV systems.

## **COMPLAINTS REFEREE**

A judge who hears complaints about the monitoring of post, telephone, email or internet activity. See contact details at the end of this pack.

## **COOKIES**

A short piece of text that a website sends to your web browser when you visit the site. Cookies are stored for later use and allow the web pages to be tailored to you when you visit the same site again.

## **COPYRIGHT**

A legal right that stops intellectual property such as music, books or film from being copied without permission.

## **DATA PROTECTION**

The way in which the privacy of your personal information is protected under the law, namely under the Data Protection Acts 1988 – 2003.

## **DATA PROTECTION COMMISSIONER**

The person who makes sure that companies and other organisations keep your personal information private and safe and that they obey the Data Protection Acts 1988-2003.

## **DATA PROTECTION ACCESS REQUEST**

Under the Data Protection Acts 1988-2003, you have the right to a copy of the personal information that an organisation holds about you.

## **DNA**

An acronym for deoxyribonucleic acid, a chemical found in every cell in the human body. DNA is unique to each individual, except for twins, and holds complex information about a person's family relationships and body.

## **DOWNLOAD**

To copy or move programs or information into a computer's memory, for example from the internet.

## **EUROPEAN ECONOMIC AREA (EEA)**

An area that includes all the countries in the European Union (EU) as well as Iceland, Liechtenstein and Norway.

## **EUROPEAN AUTOMATED FINGERPRINTING IDENTIFICATION SYSTEM (EURODAC)**

A European computer system for comparing the fingerprints of asylum seekers and certain groups of illegal immigrants.

## **EUROPEAN CONVENTION ON HUMAN RIGHTS (ECHR)**

Also known as the Convention for the Protection of Human Rights and Fundamental Freedoms, an agreement adopted by the Council of Europe in 1950 that contains various rights such as the right to a fair trial, the right to privacy and the right to freedom of expression and association. Ireland gave further effect to the ECHR in Irish law through the European Convention on Human Rights Act 2003.

### **GARDA PULSE SYSTEM**

A Garda computer system for collecting and storing information about crime, traffic management, firearms licensing, driver licences, insurance and character vetting.

### **GARDA VETTING UNIT**

A section of An Garda Síochána that checks people who are going to work with children or vulnerable adults to see if they have any charges or convictions. The Unit gives this information to the relevant employer or organisation. This Unit also deals with requests from people who want to get a copy of the personal information that the Gardaí hold about them under the Data Protection Acts 1988-2003.

### **IDENTITY OR ID CARD**

An ID card is used to confirm your identity. It may contain your name, address, date of birth, photograph, PPS Number or biometric information.

### **LEGAL ADVICE**

Oral or written advice given by a solicitor or barrister.

### **LEGAL AID**

The system that allows you to have free representation by a solicitor or barrister in court proceedings if you cannot afford to pay for it yourself.

### **LEGISLATION**

Law made by the TDs and Senators of the Oireachtas.

### **LOYALTY CARD**

A card that looks like a credit or debit card and identifies you as a member of a loyalty programme. The programme may entitle you to future special offers, discounts or money-off coupons that are tailored to you. Loyalty cards may also be known as rewards cards, points cards, advantage cards or club cards.

### **MEANS TEST**

A review of all your sources of income to see if you are eligible for government benefits such as unemployment assistance. If you are married or living with someone as husband and wife, the means of your spouse or partner may also be taken into account.

### **OFFICE OF THE REFUGEE APPLICATIONS COMMISSIONER (ORAC)**

The office that makes the first decision about whether someone has a right to asylum in Ireland.

### **PERSONAL DATA**

Any information that can identify you such as written information or images.

### **PERSONAL PUBLIC SERVICE (PPS) NUMBER**

A number that identifies you so that you can use public services such as social welfare, Revenue services, public healthcare and education.

### **PLANNING PERMISSION**

Written permission from a local authority that you can build on land or change an existing building.

### **PRIVACY STATEMENT**

A document on an organisation's website that describes the type of information it might collect about you, how it will use the information, whether it will share the information with others and how you can control the information it collects.

### **PUBLIC SERVICE IDENTITY (PSI)**

Information that consists of your PPS Number and other details such as your first name, surname, date of birth, place of birth, sex, address, nationality, all your former surnames (if any), and all your mother's former surnames (if any).

### **REGISTER OF VOTERS OR ELECTORS**

A list of people who have the right to vote in local, national or European elections in Ireland. The register is put together by city and county councils.

### **RADIO FREQUENCY IDENTIFICATION (RFID)**

A way of identifying things through tiny computer chips that are embedded into them.

### **RETINA SCAN**

A technique that uses the unique patterns on your retina (part of your eye) to identify you.

### **SOCIAL NETWORKS**

Online groups of people who share interests and activities. Many people join social networking websites to stay in contact with friends.

### **SOLICITOR**

A lawyer who deals with the person taking the case. A solicitor advises people before they are arrested and charged. Often, a solicitor is the only lawyer you will need.

### **SURVEILLANCE**

Monitoring, observing, listening to or recording your (or a group's) movements, activities or communications. It also includes monitoring or recording places or things.

### **TRACKING DEVICE**

An electronic device which is used to track a person or vehicle.

### **WEB BROWSER**

A software programme used to display and view pages on the web, for example Internet Explorer or Firefox.

### **WEB SERVER**

A computer that stores web pages and sends them to a web browser.

# GENERAL INFORMATION

## Are there laws that protect my privacy?

The Constitution protects your right to privacy. You also have the right to a private life under the European Convention on Human Rights.

The Data Protection Acts 1988-2003 protect your personal data. Personal data is any information that can identify you or that can be used with other written information or images to identify you.

Other areas of law that cover copyright and nuisance can also protect your privacy.

## What should I do if I think that someone has invaded my privacy?

You can sue the person for compensation. However, this type of case is often difficult and free legal aid is usually not available. You should talk this through with a solicitor.

Often, an invasion of privacy can be a data protection issue. If this is the case, the Office of the Data Protection Commissioner may be able to help you. The Data Protection Commissioner does not charge you for help. There is more information about data protection in the next section.

# DATA PROTECTION

## What does the Data Protection Commissioner do?

The Data Protection Commissioner is responsible for protecting your rights under the Data Protection Acts. The Commissioner also makes sure that companies and other people obey data protection law.

If you think your data protection rights have not been respected, you can complain to the Commissioner. The Commissioner's office will look into the problem and try to resolve it.

To contact the Office of the Data Protection Commissioner, see the contact details at the end of this pack.

## How do the Data Protection Acts protect my personal information?

The Data Protection Acts give you a number of rights. You can contact the Office of the Data Protection Commissioner or visit its website for more information on this.

Briefly, the Acts have eight rules for protecting data. Organisations and people must:

- obtain and use personal information fairly;
- keep personal information only for a clearly stated and lawful purpose;
- use and disclose personal information only in ways that meet this purpose;
- keep personal information safe;
- make sure that personal information is accurate, complete and up to date;
- make sure to hold only enough, and not too much, personal information and that it is relevant;
- keep personal information for no longer than is needed for the purpose stated; and
- give you a copy of your personal information if you ask for it in writing. In a few situations, your right to see your personal records may be limited.

## Do I have to hand over personal details if I don't want to?

Generally, it is your choice to give someone your personal information. However, in some situations, you must give your personal information to access services. For example, if you want to claim social welfare benefits, you must give information about yourself and your income. You must also give personal information to access services such as hospital care or schools.

In addition, you may have to give your personal information to get services from private companies, for example a service from a mobile phone company. You can ask a company why it needs your personal information and, if you are not happy with the answer, you can contact the Office of the Data Protection Commissioner for advice.

The important point is that the use of your personal information must follow the eight rules of data protection opposite.

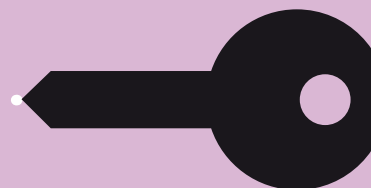
## How can an organisation use my personal details?

Under data protection law, a person, company or organisation can only use your personal information for clearly stated purposes. They must explain these purposes to you before you hand over your information. They may not use your personal information for any other purpose.

For example, an organisation cannot share your personal information with another organisation unless you give permission. There are some exceptions: for example, an organisation can share your information if it is required to do so by law.

## What can I do if my personal information is given to someone else?

If a company or an organisation has shared your personal information with another organisation without your permission, you should contact it and ask for an explanation. You can also make a complaint to the Data Protection Commissioner, who will advise you how to get the information deleted. To contact the office of the Data Protection Commissioner, see the contact details at the end of this pack.



# SURVEILLANCE

## What is surveillance?

Surveillance involves monitoring, observing, listening to or recording the movements, activities or communications of a person or a group of people. This may include listening to phone calls, photographing or video recording.

Surveillance may also involve monitoring or recording places or things.

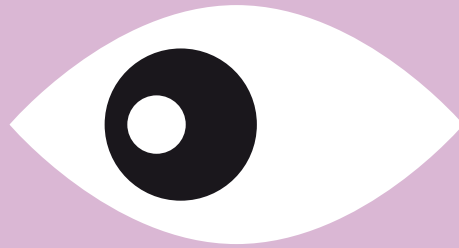
## Can anyone carry out surveillance?

Anyone can take a picture of you or record you on video in a public place. However, if someone is persistently photographing or video recording you, this could be harassment. If you feel harassed in this way, you should contact the Gardaí.

People may not photograph you in private places unless you agree or it is necessary in the public interest. See the section on Media for more information.

## When can surveillance monitoring or recording be used as evidence?

The Gardaí, members of the Army and Revenue officials must get permission from a judge before carrying out surveillance if they want to use the information in court or as part of an official investigation. However, in some urgent situations, they can keep you under surveillance for 72 hours before getting permission from a judge.



The Gardaí have a code of practice that sets out how they can use some forms of surveillance, particularly using people to spy on you ('covert human intelligence sources' or CHIS). This is available on the Know Your Rights website, [www.knowyourrights.ie](http://www.knowyourrights.ie).

## Can the Gardaí intercept my post?

The Gardaí may intercept (seize) your letters and other post before you receive them if they need them to help with the investigation of a serious offence. The Minister for Justice and Law Reform must approve any interception.

## Can the Gardaí or others listen to my phone calls?

The Gardaí, Army and Revenue officials can listen to your phone calls if the Minister for Justice and Law Reform gives them permission to do so.

## Can the Gardaí or others monitor my emails or internet use?

The Gardaí, Army and Revenue officials can monitor your emails and internet use if they believe that this is required to investigate a serious offence.

They can examine the details surrounding your email and internet use such as the date and time an email was sent and the person it was sent to.

**However, they cannot look at the content of your online communications, so, for example, they cannot read the text of an email.**

## How long can they keep this information?

They can keep information about your telephone calls for two years and information about your email and internet activities for one year.

## What is a tracking device?

A tracking device is an electronic device that is used to track a person or vehicle.

## When can the Gardaí or others use a tracking device?

The Gardaí, Army or Revenue officials can use a tracking device to track you or your vehicle, without you knowing, for up to four months. They do not need permission from a judge to use a tracking device.

## How can the Gardaí or others use the information they get from a tracking device or surveillance?

If they have collected the information lawfully, the Gardaí, members of the Army and Revenue officials can use the information in any relevant case against you.

## What should I do if I think I am under surveillance?

You can apply to the 'complaints referee' who can investigate whether a lawful request was made to monitor your phone, email or internet activity.

If the referee finds that your telephone, email or internet records were accessed when they should not have been, he or she will write and tell you. The referee will also send a report to the Taoiseach.

In some cases, the referee may award you compensation.

## How do I contact the complaints referee?

If you have a complaint about suspected surveillance activities, you can contact:

Judge Carroll Moran  
Complaints Referee  
c/o President of the Circuit Court  
Four Courts,  
Dublin 7.

# MEDIA

## Can my picture be taken and published in the newspapers?

It depends on the circumstances. The Press Council of Ireland has a code of practice for newspapers and magazines. This gives guidance to journalists, photographers and the public about when photographs can be taken and how they can be used in the press.

Under the Press Council's code of practice, journalists and photographers should not take pictures:

- under false pretences, for example, by pretending to be someone else,
- by deceiving people, or
- by harassing people

unless they can show that it is in the public interest, for example that it is connected to an important news story.

Something may be 'in the public interest' if it is important and the public need to know about it. This is not the same as something that is 'interesting to the public'. The Press Ombudsman or the Press Council will decide in each case what is in the public interest.

Journalists and photographers should not take photographs of people in private places unless the people agree to it or it is in the public interest.

## Can a newspaper publish a picture or image of a child?

The same rules apply to the taking of photographs of a child or young person. However, children cannot give consent to their photographs being published if the photographs are embarrassing or show them in a damaging way. Because of the vulnerability of children, journalists must take great care to make sure that their images are not exploited, for example for pornography.

Under the Press Council's code of practice, journalists should always take care when they are dealing with children because of the vulnerability of children and young people.

The media cannot publish details of a child's private life just because the child's parent is well known.

## How do I complain about my picture being published in a newspaper?

If you are not happy about your picture appearing in a newspaper, you can complain to the Press Ombudsman (see contact details at the end of this pack). You can also complain to the Press Ombudsman if you think that the behaviour of a journalist breaches the Press Council's code of practice.

If you believe that a photograph of you that would seriously damage your reputation is about to be published, you could go to court to get it stopped. If it has already been published, you could sue the newspaper for defamation or invasion of privacy.

## What should I do if I feel that a journalist is not respecting my privacy?

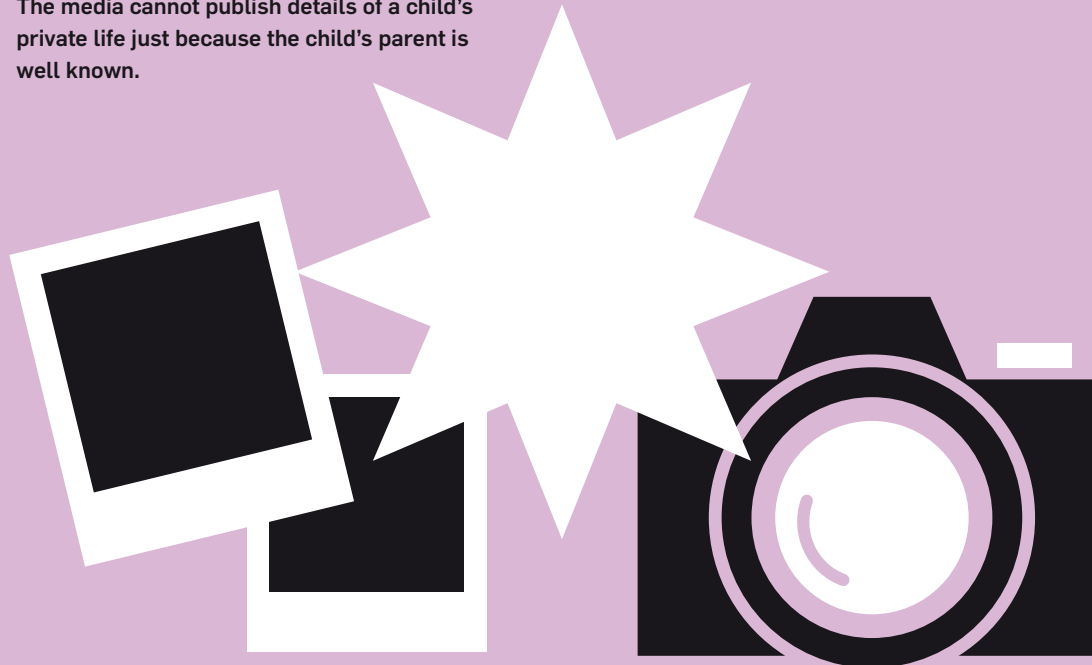
You can complain to the Press Ombudsman (see contact details at the end of this pack) if you think that a journalist has invaded your privacy or has tried to get photographs or other information about you through harassment.

## What about television?

Broadcasters must not interfere with your privacy without good reason. Also, the programme itself must not interfere with your privacy without good reason, for example by showing your private family life if you did not agree to this.

## How can I complain if I feel a television programme has affected my privacy?

You can contact the Broadcasting Authority of Ireland, which has a complaints section (see contact details at the end of this pack). Your complaint must be made within 30 days of the programme being shown or repeated on television.



# CLOSED CIRCUIT TELEVISION (CCTV)

## CCTV has been placed on my street or community area – is this allowed?

Yes, this is allowed sometimes (for example a community-based CCTV system), but it is important that those operating the cameras, storing the images and destroying the images obey data protection law.

Under the community-based CCTV scheme, local organisations can apply for funding to set up community CCTV systems. You can get a code of practice for community-based CCTV systems from the Department of Justice and Law Reform (see contact details at the end of this pack) and at [www.knowyourrights.ie](http://www.knowyourrights.ie). This code sets out how the images should be taken, stored and accessed.

If you have concerns about the use of community-based CCTV, you should contact the organisation operating it to see if it is following the code of practice. You can also contact the Office of the Data Protection Commissioner about your concerns.

## My neighbour has erected CCTV and I think the camera may point at part of my property. What can I do?

In some areas, your neighbour may not need a licence or planning permission to set up CCTV on his or her property. So the first thing you should do is talk about your concerns with your neighbour.

If you think the CCTV is causing you harassment, you should contact the Gardaí.

You could also contact a solicitor who could advise you whether you could sue your neighbour for invasion of privacy.

## The Luas or DART line runs near my property and the CCTV is pointing at part of my house or garden – what can I do?

You should contact the company that operates the Luas or DART (see contact details at the end of this pack) and tell them about your concerns.

You can also contact the Office of the Data Protection Commissioner, which may be able to help.

## What about CCTV used by the Gardaí?

The Gardaí have the right to operate CCTV systems to protect against crime and for reasons of safety and public order.

If you have any concerns about the operation of Garda CCTV, contact the Gardaí (see contact details at the end of this pack). The Gardaí must obey data protection laws. You can also contact the Office of the Data Protection Commissioner.

# GARDAÍ

## Can I find out what information the Gardaí hold on me?

In general, the Gardaí must obey data protection laws, but there are some exceptions to do with maintaining security and preventing crime. The Gardaí have a data protection code of practice that covers how they use, keep and destroy personal information. You can find this on the Garda Síochána website, [www.garda.ie](http://www.garda.ie) ('FAQs'), or at the Know Your Rights website, [www.knowyourrights.ie](http://www.knowyourrights.ie).

## Can the Gardaí take a picture or video of me?

There is nothing to stop Gardaí taking photographs or video footage in public or in a Garda station. However, they must not harass you, follow you about in public or interfere with your private or business life unless they have a very good reason. If they do take pictures or video footage, they must obey data protection law.

Gardaí may use the photographs or video as evidence against you. However, they can only use these images as evidence if they had permission from a judge or senior Garda to take the photographs or video images. See the previous section, *Surveillance*.

## Can I take a photograph of a Garda?

Yes. However, a Garda can confiscate (take away) your camera or camera phone if they believe the image relates to a crime. They are not allowed to delete the image itself.

## How can I find out what information the Gardaí hold on me?

You can make a request to the Gardaí on a Data Protection Access Request form. This form is available on the Garda website, [www.garda.ie](http://www.garda.ie), in the FAQs section.

If you cannot access the form, you can also write to the Gardaí to ask for a copy of the personal information that they hold about you (see contact details for the Garda Vetting Unit at the end of this pack).

Your letter should include:

- your full name (including any previous name);
- your date of birth;
- your current address and former addresses (if any); and
- your signature.

When sending the form or letter, you should include:

- a copy of your passport, driving licence, birth certificate or other identification (ID); and
- a cheque or postal order for €6.35.



## What is the Garda PULSE system?

This is the computer system that the Gardaí use in their work. PULSE stands for Police Using Leading Systems Effectively.

If you come into contact with the Gardaí for any reason, even to report a crime, they will enter your details onto the PULSE system. The system also includes anyone who is listed on the Register of Voters.

## What type of information about me can the PULSE system hold?

The PULSE system contains information about:

- recording crime;
- traffic management;
- progression of criminal cases through the courts, including the outcome;
- firearms licensing;
- driver licences;
- insurance;
- character vetting.

The PULSE system must follow the rules of the Gardaí's code of practice on data protection. This means that information can only be put on the system for a clearly stated purpose and there must be controls over who can see the information.

## What should I do if I think the information about me on the PULSE system is wrong?

First, you should ask to see what information the Gardaí hold about you. For help on how to do this, see the answer to the question 'How can I find out what information the Gardaí hold about me?' on page 11.

If you check the information and it is factually incorrect, you should contact the Gardaí, explain the situation and ask them to correct the records.

## What should I do if I am concerned about the personal information that is held on PULSE?

If you think that someone has viewed your personal information who shouldn't have, or if you have other data protection concerns, contact the Office of the Data Protection Commissioner or talk to a solicitor.

If you have a complaint about a Garda's use of your personal information on PULSE, you can contact the Garda Síochána Ombudsman Commission (see contact details at the end of this pack).

## What is the ANPR traffic system and what does it do?

ANPR stands for automatic number plate recognition. The ANPR system lets Gardaí take a digital photograph of a car and the people in it. The system can also read the number plates of passing cars from a roadside camera.

If you have a complaint about a Garda's use of ANPR, you can contact the Garda Síochána Ombudsman Commission or the Office of the Data Protection Commissioner (see contact details at the end of this pack).

## When I took part in a peaceful march or protest, the Gardaí asked me for personal information. Can they do this?

You have a right to your privacy. However, in some situations the Gardaí can ask for personal information such as your name and address. Under public order laws it is an offence if you fail to give your name and address when a Garda asks for it.

## When can Gardaí take my fingerprints?

Gardaí can take your fingerprints when you are detained in a Garda station.

Gardaí can also take your fingerprints if you are not a national of the European Economic Area (EEA). For example, you must give your fingerprints if you are applying for asylum or if the Garda National Immigration Bureau (GNIB) asks for them.

The EEA consists of all the countries in the European Union as well as Iceland, Liechtenstein and Norway.

## What if I refuse to let the Gardaí take my fingerprints?

The Gardaí can use reasonable force to take your fingerprints.

See the ICCL pack *Know Your Rights: Criminal Justice & Garda Powers* for more information on Garda powers around DNA, blood and urine testing. [www.knowyourrights.ie](http://www.knowyourrights.ie)

## Do I have to allow Gardaí to carry out a DNA test?

No, you may refuse a DNA test. However, it is important to be aware that if the Gardaí ask to take a swab for a DNA test and you refuse, **your refusal could be used as evidence of your possible guilt in court at a later stage.**

## Do I have to give a blood or urine sample?

A blood test can only be taken if you agree to it. But, if a Garda asks for a sample of your blood, breath or urine because he or she suspects you of drink driving, it is a criminal offence to refuse. This means that the Garda could arrest and charge you.





# GOVERNMENT DEPARTMENTS & AGENCIES

## What is my PPS Number?

Your Personal Public Service (PPS) Number identifies you so that you can access public services such as social welfare, tax services, public healthcare and education. However, if an organisation asks for your PPS Number and you feel this request is not proper, you should ask the organisation to explain why it needs it. If you are not satisfied with the answer you can contact the Office of the Data Protection Commissioner (see contact details at the end of this pack).

A code of practice covers the use of PPS Numbers. This is available on the website of the Department of Social Protection, [www.welfare.ie](http://www.welfare.ie), and on the Know Your Rights website, [www.knowyourrights.ie](http://www.knowyourrights.ie). If you feel a government department or agency has not followed the code, you can complain to the Department of Social Protection or other relevant department or to the Office of the Data Protection Commissioner.

If you have any questions about your PPS Number, contact the Client Identity Services section at the Department of Social Protection (see contact details at the end of this pack).

## How do I know if I have a PPS Number?

You have a PPS Number if you;

- were born in Ireland during or after 1971;
- started work in Ireland after April 1979; or

- are receiving a social welfare payment or using the Drugs Payment Scheme.

## What is my PSI?

A Public Service Identity (PSI) is your PPS Number along with other information such as your first name, surname, date of birth, place of birth, sex, nationality, address, all your former surnames (if any) and all the former surnames (if any) of your mother.

## Which government departments and agencies can use my PPS Number to look at my personal information?

A wide range of public bodies are allowed to use your PPS Number. These include the Department of Social Protection, the Revenue Commissioners, local authorities, the Health Service Executive (HSE) and the Garda National Immigration Bureau.

You can get a full list of government departments and agencies that are allowed to use your PPS Number on the website of the Department of Social Protection.

If you have any doubts about whether an organisation or an individual is allowed to use your PPS Number, you should contact the Client Identity Services section at the Department of Social Protection (see contact details at the end of this pack).

## Can staff use my PPS Number to access my personal information?

If a government department or agency is allowed to use your PPS Number, then any staff member can use your PPS Number to carry out their work. However, under data protection laws, the department or agency must take proper security measures to make sure that staff only access your personal information when they need to.

Government departments and agencies must have an internal system in place to keep safe the personal information attached to your PPS Number.

## Do government departments or agencies ever give PPS Numbers to others?

Sometimes Government departments and agencies need other people or organisations to carry out work for them and, if so, will authorise them to have the PPS Numbers.

If you have any doubts about whether someone is allowed to have your PPS Number, contact the Client Identity Services section at the Department of Social Protection (see contact details at the end of this pack).

## Does my employer need my PPS Number?

Your employer will need your PPS Number to pay your wages. You must give him or her your PPS Number, as you could pay too much tax if you don't.

## Does a government department or agency have to tell me if it loses any of my personal information? (for example, if my social welfare details were on a laptop which was lost)

At present, if your personal information is lost, the government department or agency does not have to tell you. However, it will generally make a public statement that information has been lost and will advise people what to do, for example to call a freephone helpline. It will usually tell the Data Protection Commissioner too.

The same applies to private companies. For example, if your bank loses your details, it does not have to tell you, but usually it will.

## What should I do if I think that a government department or agency has lost some of my personal information?

You should contact the organisation to find out:

- exactly what information was lost;
- when this happened;
- what steps they have taken to prevent fraud using your personal information;
- what steps they have taken to stop this happening again; and
- whether they have told the Data Protection Commissioner.

# PRIVACY AT WORK

**You have a right to privacy at work within certain limits. These are explained in this section.**

## Can my employer use close circuit television (CCTV) at work?

Monitoring employees using CCTV without a good reason could be an invasion of privacy. However, there may be good reasons for using CCTV in a workplace, such as preventing theft or protecting employees (for example from a threat of physical harm).

It is best practice if employers and employees reach an agreement about the use of CCTV before it is put in place, including whether there are any alternatives. Employers can only use CCTV footage for the reason for which it was installed. For example, if they installed CCTV to monitor for theft but instead use it to monitor attendance times, that would not be acceptable.

An employer who uses CCTV and records the images must make sure that this is done according to data protection law. Employers should consider the following points:

- What will they use the CCTV system for?
- Is there another way to achieve the same purpose that does not affect employees' privacy?
- Will they tell employees the purpose of the CCTV **before** it is set up?
- Are there clear signs in the areas that are monitored by CCTV?
- Is there a system in place to give copies of the images to an employee who asks for them?

It would not be right to set up CCTV in areas where an employee would expect to have privacy, such as a cloakroom or changing area.

If you have concerns or questions about CCTV in your workplace, you can contact one of the organisations listed at the end of this pack.

## Can my employer search me?

You have the right to bodily integrity. This includes the right not to have anyone touch your body without your permission. Body searches should only be used as a last resort and with good reason. Generally, a Garda is the only person who can carry out a body search and only if he or she has a reasonable suspicion that you were involved in a crime. In all other situations, including at work, you can only be searched if you agree to it.

Your employer may ask you to agree to a body search. However, your consent must be real. This means that your employer must not treat you any differently if you do not agree to a body search.

Body searches may be included in the terms and conditions of your employment, for example in your employment contract or staff handbook. If this is the case, your employer can only search you in the way described in your contract or staff handbook. If your employer has said that you must agree to a body search, or if you have concerns or questions about body searches, you can contact one of the organisations or people listed at the end of this pack.

## Can my employer check my phone calls, internet access or emails?

Your employer can monitor your phone calls, emails and internet access (for example, your use of social networking sites) if it is for a specific reason and your employer can justify this. For example, you employer can monitor your communications if they believe that you have been breaking confidentiality agreements and can only prove this by monitoring.

However, your employer must tell you beforehand that your calls, internet access or emails are being monitored. One way your employer could do this is by introducing an 'acceptable use' policy. It is important that checking phone calls, emails or internet use is the **only** way in which your employer can achieve the purpose.

If you have concerns or questions about the monitoring of your phone calls or internet use, you can contact one of the organisations listed at the end of this pack.

## Can my employer use a fingerprint system to record attendance?

You must give your consent before your employer can take your fingerprints. Your consent must be real. This means that your employer must not treat you any differently if you do not agree to have your fingerprints taken.

Your employer should assess whether fingerprinting is necessary, as there may be simpler ways to get the same results.



# PRIVACY AT WORK

Any fingerprint system must obey data protection law. If you have any questions or concerns about the introduction of a fingerprinting system, you can contact the Office of the Data Protection Commissioner or any of the organisations or people listed at the end of this pack.

## Can my employer use GPS or vehicle tracking systems?

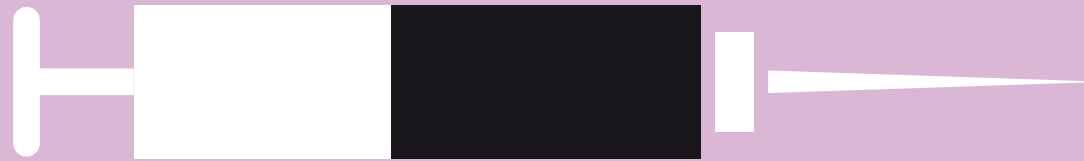
Vehicle tracking systems record the location of a vehicle at a particular time. An employer must show a good business reason for using a tracking system and must tell the drivers about the tracking and why it is needed.

Employers should only use a tracking device to check where the vehicle is during working hours. If an employee is allowed to use a vehicle for personal use, it should be possible to disable the tracking system outside of working hours.

If you have concerns or questions about the use of vehicle tracking systems in your workplace, you can contact one of the organisations or people listed at the end of this pack.

## Can my employer ask me to submit to a retina scan?

An employer has the right to protect their business against theft, fraud, disciplinary or security breaches. However, the employer would have to justify the need for retina scanning. For example, retina scanning may be acceptable in an organisation that works on secretive or highly classified issues, such



as the Defence Forces or certain parts of a pharmaceutical company.

As an employee, you can, at all times, refuse to submit to retina scanning, but this may affect the areas of the workplace to which you can go.

If you have any questions or concerns about the introduction of a retina scanning system in your workplace, you can contact the Office of the Data Protection Commissioner or any of the other organisations listed at the end of this pack.

## What about other forms of checking identity such as DNA testing?

DNA is highly sensitive personal information not only about you but also your entire family. It is highly unlikely that an employer could justify DNA testing.

The Data Protection Commissioner must approve the use of DNA tests in the workplace and you should ask your employer if the Data Protection Commissioner has given approval. If you have any concerns or questions, you can contact the Office of the Data Protection Commissioner (see contact details at the end of this pack).

## Do I have to agree to a drug test if my employer asks for one?

Under the law, you must not be under the influence of alcohol or drugs in such a way that your health and safety or that of another person in the workplace would be threatened.

An employer can require you to submit to alcohol and drug tests to make sure that you are not a health and safety risk at work. However, the tests must relate to your actual job. For example, if you operate machinery or work in a high-risk job, alcohol and drug tests may be acceptable. But if your job does not threaten your or other people's health and safety, then alcohol or drug testing may not be acceptable. Your employer could instead deal with the problem in other ways such as a discussion with your manager or a performance review.

All testing for drugs or alcohol in the workplace must meet the European Guidelines for Workplace Drug Testing. See the Know Your Rights website, [www.knowyourrights.ie](http://www.knowyourrights.ie), for a copy of the guidelines.

## What can I do if I feel my privacy at work has been threatened?

You should check whether the testing or monitoring is part of your employment contract or the terms and conditions of your employment.

Your employer should discuss any monitoring or testing system with you either:

- when you take up the job; or
- when a system is introduced in your workplace.

If you are not comfortable with a request from your employer, you can contact one of the following organisations or people:

- National Employment Rights Authority (NERA);
- Data Protection Commissioner;
- a lawyer; or
- your union representative, if you have one (it is possible that privacy issues may be covered by a collective agreement between your employer and union).

You will find contact details for NERA and the Data Protection Commissioner at the end of this pack.

# CONSUMER AFFAIRS

## Why are the actions of retailers important to my privacy?

Sometimes, when we buy food, clothes or other items, the retailer may ask us to give personal information, for example our address (for deliveries) or credit card or bank account details for payments.

## What is a loyalty card?

A loyalty card is a plastic or paper card that identifies the card-holder as a member of a loyalty programme. Many retailers such as supermarkets and department stores offer loyalty programmes. Loyalty cards are sometimes called rewards cards, points cards, advantage cards or club cards.

## Can I refuse a loyalty card?

Yes. You do not have to get a loyalty card unless you are happy to give the retailer your personal information. You should read the terms and conditions fully before you sign up for a loyalty card.

## How much information do I have to give to get a loyalty card?

This will depend on the card for which you are applying. Some retailers ask for more information than others. You should be comfortable with the information you give. Remember you do not have to give personal information if you do not want to. However, the retailer may decide not to give you a loyalty card if you do not give the information it wants.

## If I'm applying for a loyalty card, what questions should I ask about personal information?

You could ask the following questions:

- Why does the retailer need the information?
- Where will the retailer store my personal information and what security measures are in place?
- How will the retailer use my personal information?
- Who will have access to my personal information?
- Will the retailer give my personal information to other businesses or people?
- How long will the retailer keep my personal information?
- How can I get my personal information removed from the list?
- Will the retailer tell me if my personal information is lost?

## If I give up my loyalty card, will the retailer remove me from its list?

Not necessarily. You should check the terms of the agreement before you sign up for the loyalty card. Be sure to ask how you can get your information removed if you no longer want to be part of the loyalty card scheme.

## Can retailers sell my personal information to other businesses?

Retailers cannot do anything with your personal information without your permission. They must only use your information for clearly stated purposes and you must agree to those purposes.

## What is RFID?

Radio frequency identification, or RFID, consists of tiny computer chips that are embedded into clothes and other products. These chips can identify items just as barcodes can. However, there are two important differences between RFID and barcodes.

- Barcodes identify only the product and the brand (not the individual item), but with RFID, each individual item has a unique identification.
- Barcodes must be scanned to identify the product. Items with RFID are scanned as well, but the RFID also allows them to be identified and tracked, even at a distance.



## What are the privacy concerns with RFID?

If you buy an item with RFID, you can be tracked up to a certain distance, sometimes even outside the shop where you bought the item. This means that retailers can build up a profile of what items you look at in the shop and what other items you buy (possibly even in other shops too).

If you have a loyalty card with the shop, you may have already given the retailer personal information such as your address, date of birth, likes and dislikes. If the retailer combines the information from the loyalty card with the information from the RFID, he or she could build a more detailed picture of your life. The retailer could then use this to market other products to you.

## How will I know if RFID is present in a product I want to buy?

The computer chips can be well hidden so it may not be obvious that RFID has been placed on the product. But there should be a statement on the tag or elsewhere on the product that it contains RFID. If you are not sure, ask a sales assistant or manager. You can then decide whether to buy the product or not.

# INTERNET

## Do I have the right to privacy on the internet?

You have a right to privacy in all aspects of your life. However, it is important to remember that once you place material on the internet, you have lost control over it. No website is 100% secure, even websites where security is in operation and people need permission to access your details. Also, even if you delete the information, image or video, someone may have made a copy or downloaded the information before you removed it.

Remember that information posted on the internet will live on long after you may have forgotten you put it there. Also, you should bear in mind that some employers have begun to check the internet and social networking sites in particular as part of their vetting process before offering jobs.

## What about privacy statements on websites?

It is important that you check the privacy statement on a website before you give any personal information. Sometimes, these privacy statements are long and written in technical language. However, at the very least, you should check whether the website operators pass any of your information to others. Some websites, including widely-used, popular websites, have the right to distribute anything you put on the website now or in the future.

## What if I find something on the internet that I think is illegal?

You can report any suspected illegal material to the Irish Internet Hotline (see contact details at the end of this pack). If you are not sure whether content is illegal, you should report it anyway and the analysts at the hotline will assess it.

## How do I protect my privacy on the internet?

There are many ways you can protect yourself online.

- Install and regularly update your security software.
- Do not give your email address when you are online, except if you are sure you are visiting a trustworthy website. This means you should not write your email address in an instant message, blog post or online comment.
- Do not reply to spam or suspicious emails.
- Read the privacy statement or guide of the website you are using.
- Don't open suspicious emails or attachments from people you don't know.
- Don't click on links in emails that ask for your personal details.
- Use strong passwords (combinations of letters and numbers that would be difficult to guess) and change them at least every three months.
- Use different passwords for your financial accounts, email and online shopping.
- Never put bank details or personal information in an email.

## Can companies monitor the searches I have made?

Search engines use what are known as 'cookies' to record the searches that are made from a particular computer. These cookies can hold that information for up to 35 years. However, the cookies do not connect you, personally, to the searches made. Instead, the cookies identify the computer from which you made the searches. It is possible to deactivate the cookies on your computer. You can get information on how to do this from the help section of your web browser.

## What about children and young people using the internet?

The internet is a great resource for everyone, including children and young people. However, there are important issues to bear in mind when young people are using the internet. The Irish Council for Civil Liberties has produced a teaching resource called Think Before You Click, which covers many of these issues. It is available to download free of charge from [www.thinkb4uclick.ie](http://www.thinkb4uclick.ie).

The Irish Internet Hotline also provides advice and information for parents and young people about internet use ([www.hotline.ie](http://www.hotline.ie)). In addition, Webwise ([www.webwise.ie](http://www.webwise.ie)), the Irish Internet Safety Awareness Centre, has resources that deal with the safe and effective use of the internet by children and young people.



# EDUCATIONAL INSTITUTIONS

## Do schools, colleges and universities have to comply with data protection rules?

Yes. The Data Protection Commissioner has published guidelines for schools, colleges and universities on the use of biometric systems, for example fingerprint or hand-scan systems. (You can find this on its website, [www.dataprotection.ie](http://www.dataprotection.ie).) The Data Protection Commissioner strongly advises schools, colleges and universities to do a detailed privacy impact assessment before they introduce any biometric system.

## Can my school make me take a drug test?

Some schools use drug testing as part of their substance abuse policy. Testing for drugs takes place through blood or urine tests. If you are under the age of 18, the school must get your consent as well as the consent of your parent or guardian before it can carry out a drug test.

If you have concerns about drug testing in schools, you should contact one of the children's organisations listed at the end of this pack.

## Can a teacher search me in school?

Generally, only a Garda can search you and then only if he or she has a reasonable suspicion in relation to a crime. However, other people can search you if you agree to this. Your parents or guardian must also agree before any search is carried out. Your parent or guardian should be present during any search.

## Can a teacher search my locker?

Your locker is school property, but you are entitled to privacy while the locker is assigned to you during the school year.

A teacher may search your locker if he or she has a valid reason for doing so. The teacher should explain the reason for the search.

## Can my school, college or university take and keep my fingerprints to check attendance?

Schools, colleges or universities **must** have your consent (and the consent of your parents or guardian if you are under the age of 18) before they can take your fingerprints. The consent must be real. This means that they cannot treat you any differently if you do not agree to fingerprinting.

Schools, colleges and universities should first assess whether fingerprinting is the best way to check attendance. Other, simpler, measures can often achieve the same goal.

A fingerprint system must obey data protection law. If your school, college or university (or that of your child) is thinking about putting a fingerprinting system in place, you should ask the following questions:

- Is a fingerprint system really needed? What are the reasons for it?
- Did the school, college or university consider any other methods? Why was this one chosen over others?
- Will it run efficiently?
- Will it be reliable?
- Who will be able to access the fingerprint information?
- What type of security will protect the fingerprint information?
- How will the fingerprint information be stored?
- What plans are in place to deal with a security breach?
- When will the fingerprint information be destroyed and how will I be told about this?
- Will the fingerprint information be given to any other organisation?

You have a right to this information and you should not feel pressurised into giving your consent unless you are comfortable with the system. If you are a student, tell your parents or guardian about any suggested fingerprint system and ask for their advice.

## What can I do if I think that a school, college or university has introduced policies that affect my privacy (or the privacy of my daughter or son)?

Children and young people have the right to take part in any decisions that affect them, including matters of privacy. If a school, college or university plans to introduce any systems of fingerprinting, drug testing or locker searching, staff should explain these clearly to students and their parents.

If you have concerns about systems of fingerprinting, drug testing or locker searching used by a school, college or university, you can contact the Office of the Data Protection Commissioner. If a policy affects people under the age of 18 and there is disagreement about whether or not it should be implemented, when all other attempts to resolve the issue have failed, you can contact the Office of the Ombudsman for Children. See contact details at the end of this pack.





# FOREIGN NATIONALS & ASYLUM SEEKERS

## I am a foreign national — do I have to register with the immigration authorities?

If you are not a national of the European Economic Area (EEA), you must register with your local immigration office if you plan to stay in Ireland for more than three months. The Garda National Immigration Bureau (GNIB) keeps a register of foreign nationals who have permission to stay in Ireland. GNIB is the Garda section that deals with immigration issues.

The European Economic Area (EEA) consists of all the countries in the European Union (EU) as well as Iceland, Liechtenstein and Norway.

## What information must I give to get my registration certificate?

### You must give your:

- name;
- nationality;
- date of birth;
- sex;
- signature; and
- photograph.

### When you receive your certificate, it will also contain:

- the GNIB number;
- department number;
- stamp number;
- issue date;
- expiry date; and
- registration office.

If you are on the register and have a registration certificate, it may be an offence if you do not produce the certificate when asked to do so by an immigration officer or a Garda.

## Do I have to give my fingerprints?

Yes, under immigration law you must give your fingerprints to officials at the Office of the Refugee Applications Commissioner (ORAC) or the Garda National Immigration Board (GNIB) if you are not an EEA national.

## Where are my fingerprints kept?

Your fingerprints are stored on the Automated Fingerprint Identification System (AFIS). This system shares your fingerprints with the European Automated Fingerprint Identification System (EURODAC). EURODAC contains fingerprints from all asylum seekers in the European Union (EU) together with fingerprints from people who have been stopped for crossing EU borders unlawfully. Fingerprints are collected from anyone over the age of 14 years.

## How long are my fingerprints kept?

If someone is caught attempting to cross an EU border without papers, their fingerprints are kept on AFIS for two years. Fingerprints from asylum seekers are held for 10 years or until the applicant becomes a citizen of an EU member state.

## I am an asylum seeker and I live at an accommodation centre. Do I have the right to privacy?

Yes, you have a right to your privacy. This includes privacy with your wife or husband and your family.

Most accommodation centres are managed by private providers, but the Reception and Integration Agency (RIA) oversees this. It has published rules and a code of practice for the running of accommodation centres. You can contact the RIA for a copy of these documents (see contact details at the end of this pack). They are also available on the Know your Rights website, [www.knowyourrights.ie](http://www.knowyourrights.ie).

## Can officials or staff from my accommodation centre search my personal belongings?

No, you have the right to privacy in relation to your belongings. Only a Garda can carry out a search of your personal belongings and he or she will generally need a search warrant to do this. (However, search warrants are not always needed).

## Where can I go to complain about an invasion of my privacy?

It is a good idea to try and sort out the problem with the accommodation centre manager first. If that fails, you can complain to the RIA, which has developed a complaints system. You should ask the accommodation centre manager for information about this system.

See the ICCL pack *Know Your Rights: Criminal Justice & Garda Powers* for more information on Garda powers of search. [www.knowyourrights.ie](http://www.knowyourrights.ie)

## What should I do if I think that the Office of the Refugee Applications Commissioner (ORAC) or another government agency has wrong information about me?

You must give accurate personal information to the authorities when you apply for asylum. The authorities must keep this information in line with data protection laws. You have the right to ask for a copy of the information that the authorities have about you. You must ask in writing and, generally, you will receive a copy of the information within 40 days. You can then correct any mistakes. If you have a problem getting access to the information that the authorities hold about you, you should contact the Office of the Data Protection Commissioner (see contact details at the end of this pack).

Remember, you have a right under data protection law to see the personal information that is held about you. **This will not affect your claim for asylum**, which is a separate legal procedure.



# CONTACTS

## ASYLUM SEEKERS & REFUGEES

### Garda National Immigration Bureau

The Garda National Immigration Bureau (GNIB) is the section of the Garda Síochána that deals with immigration issues. It carries out deportations, border control checks and investigations relating to illegal immigration and human trafficking.

13/14 Burgh Quay, Dublin 2  
Tel: 01 666 9130/01  
Email: gnib\_dv@garda.ie  
[www.garda.ie](http://www.garda.ie)

### Irish Refugee Council

This non-governmental organisation advocates on behalf of refugees and asylum seekers.

Second Floor, Ballast House  
Aston Quay, Dublin 2  
Tel: 01 764 5854  
Email: info@irishrefugeecouncil.ie  
[www.irishrefugeecouncil.ie](http://www.irishrefugeecouncil.ie)

### Integrating Ireland

This non-governmental organisation is a network of community and voluntary groups working to achieve full integration in Irish society of asylum seekers, refugees and immigrants.

18 Dame Street, Dublin 2  
Tel: 01 645 3070  
Email: info@integratingireland.ie  
[www.integratingireland.ie](http://www.integratingireland.ie)

### Reception & Integration Agency

This government agency manages the accommodation of people seeking asylum in Ireland. It also coordinates the provision of services at the accommodation centres.

Block C, Ardilaun Centre  
112-114 St. Stephen's Green, Dublin 2  
Tel: 01 418 3200  
Email: RIA\_inbox@justice.ie  
[www.ria.gov.ie](http://www.ria.gov.ie)

### Refugee Legal Services

This is a specialised office of the Legal Aid Board. It provides confidential and independent legal services to people applying for asylum and on immigration and deportation matters.

**Dublin:** 48/49 North Brunswick Street, Georges Lane, Dublin 7  
Tel: 01 646 9600  
Email: dublinrls@legalaiddboard.ie

Timberlay House  
79/83 Lower Mount Street, Dublin 2  
Tel: 01 631 0800  
Email: dublinrls@legalaiddboard.ie

**Cork:** North Quay House, Popes Quay, Cork  
Tel: 021 4554634  
Email: corkrls@legalaiddboard.ie

**Galway:** Seville House,  
New Dock Road, Galway  
Tel: 091 562480  
Email: rlsgalway@legalaiddboard.ie

### United Nations High Commissioner for Refugees (UNHCR) Office

This UN agency co-ordinates efforts to protect refugees and resolve challenges facing refugees.

Merrion House, Suite 4  
1-3 Lower Fitzwilliam Street, Dublin 2  
Tel: 01 631 4613  
[www.unhcr.ie](http://www.unhcr.ie)

## CHILDREN & YOUNG PEOPLE

### Children's Rights Alliance

The Children's Rights Alliance is a coalition of non-governmental organisations (NGOs) working to secure the rights of children in Ireland by campaigning for the implementation of the United Nations Convention on the Rights of the Child. You can contact the Alliance if you have any questions about your rights as a child or young person.

4 Upper Mount Street, Dublin 2  
Tel: 01 662 9400  
Email: info@childrensrightrights.ie  
[www.childrensrightrights.ie](http://www.childrensrightrights.ie)

### Office of the Ombudsman for Children

This independent office works to protect the rights and welfare of children and young people in Ireland. It also advises the government and handles complaints.

Millennium House  
52-56 Great Strand Street, Dublin 1  
Tel: 01 865 6800 / Freephone: 1800 20 20 40

Email: oco@oco.ie  
[www.oco.ie](http://www.oco.ie)

### National Parents Council Primary

This group represents parents with children in primary schools.

12 Marlborough Court, Dublin 1  
Tel: 01 887 4034  
Email: info@npcpp.ie  
[www.npcpp.ie](http://www.npcpp.ie)

### National Parents Council Post Primary

This group represents parents with children in secondary schools.

Unit 5, Glasnevin Business Centre  
Ballyboggan Road, Dublin 11  
Tel: 01 8302740  
Email: npcpp@eircom.net  
[www.npcpp.ie](http://www.npcpp.ie)

## CCTV & TRANSPORT ISSUES

### DART

The DART is the rail line running along the coast of Dublin and north Wicklow. It is run by the national rail company, Iarnród Éireann (Irish Rail).

DART Customer Relations Department  
Pearse Station, Westland Row, Dublin 2  
Tel: 01 703 3504  
[www.irishrail.ie](http://www.irishrail.ie)

### LUAS

Luas is the light rail transport system in Dublin. It operates along two routes: the green line between Stephen's Green and Sandyford and the red line between The Point and Tallaght.

Veolia Transport Customer Care Dept.  
Luas Depot, Red Cow Roundabout  
Clondalkin, Dublin 22  
Tel: 01 461 4910 / Freephone: 1800 300 604  
Email: info@luas.ie  
[www.luas.ie](http://www.luas.ie)

## COMPLAINTS ABOUT SURVEILLANCE

### Complaints Referee

If you have a complaint about suspected surveillance activities, you can contact the complaints referee.

Judge Carroll Moran, Complaints Referee  
c/o President of the Circuit Court  
Four Courts, Dublin 7

## CRIMINAL JUSTICE

### An Garda Síochána

The Irish police service

### Garda Headquarters

Phoenix Park, Dublin  
Tel: 01 666 0000  
Garda Confidential Line: 1 800 666 111  
Emergencies: 999  
[www.garda.ie](http://www.garda.ie)

### Garda Vetting Unit

Racecourse Road, Thurles, Co. Tipperary  
Tel: 050 427 300

### Courts Service of Ireland

The Courts Service manages the courts, including court facilities, maintains court buildings, provides support services for judges and gives information on the court system to the public.

15-24 Phoenix Street North,  
Smithfield, Dublin 7  
Tel: 01 888 6000  
[www.courtservice.ie](http://www.courtservice.ie)

### Garda Síochána Ombudsman Commission

The Commission deals with complaints made by the public about the conduct of Gardaí. If you have a complaint to make against a Garda, you should contact the Commission.

150 Abbey Street Upper, Dublin 1  
Tel: 01 871 67 27 / LoCall: 1890 600 800  
Email: info@gsoc.ie  
[www.gsoc.ie](http://www.gsoc.ie)

### Office of the Director of Public Prosecutions (DPP)

The DPP is in charge of prosecutions on behalf of the state and the people of Ireland.

14-16 Merrion Street, Dublin 2  
Tel: 01 678 9222  
[www.dpp.ie](http://www.dpp.ie)

# CONTACTS

## DATA PROTECTION

### Office of the Data Protection Commissioner

The Data Protection Commissioner is responsible for upholding the data protection rights of people and holding to account organisations that breach those rights.

Canal House, Station Road  
Portllington, Co. Laois  
Tel: 057 868 4800 / LoCall: 1890 252 231  
Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)  
[www.dataprotection.ie](http://www.dataprotection.ie)

## EMBASSIES

If you need to contact your embassy or consular office in Ireland, the best thing to do is to contact the Department of Foreign Affairs where you will get information about your embassy or consular office.

### Department of Foreign Affairs

Consular Section  
69-71 St. Stephen's Green, Dublin 2  
Tel: 01 408 2308 / 408 2585 / 408 2302

### For the Munster area:

Consular Services  
Department of Foreign Affairs  
1A South Mall, Cork  
Tel: 021 4944765 / 021 4944766  
[www.dfa.ie](http://www.dfa.ie)

## EMPLOYMENT

### National Employment Rights Authority

This organisation provides information to employees and employers on employment rights and to ensure compliance with employment law.

O'Brien Road, Carlow  
Tel: 059 917 8800

### NERA Information Service

LoCall: 1890 80 80 90

[www.employmentrights.ie](http://www.employmentrights.ie)

## GOVERNMENT

### Department of Community, Equality & Gaeltacht Affairs

Dún Aímhígin  
43-49 Mespil Road, Dublin 4  
Tel: 01 6473000 / Fax: 01 6473051  
Email: [eolas@pobail.ie](mailto:eolas@pobail.ie)

LoCall: 1890 474 847

[www.pobail.ie](http://www.pobail.ie)

### Department of Social Protection

This government department is responsible for providing social insurance and social assistance schemes, for example Child Benefit, Unemployment Benefit and the State pension.

Áras Mhic Dhiarmada, Store Street, Dublin 1  
Tel: 01 7043000

[www.welfare.ie](http://www.welfare.ie)

### For PPS Number queries contact:

Client Identity Services  
Social Welfare Services  
Shannon Lodge, Carrick-on-Shannon  
Co. Leitrim  
Tel: Lo Call 1890 927 999  
Email: [cis@welfare.ie](mailto:cis@welfare.ie)

### Department of Justice and Law Reform

This government department deals with a broad range of issues such as criminal and civil law reform, property issues and asylum and immigration.

Pinebrook House  
71-74 Harcourt Street, Dublin 2  
Montague Court, Montague Street, Dublin 2  
Tel: 01 602 8202 / LoCall: 1890 221 227  
Email: [info@justice.ie](mailto:info@justice.ie)

[www.justice.ie](http://www.justice.ie)

### Department of Education & Skills

This government department oversees the education system in Ireland.

Marlborough Street, Dublin 1  
Tel: 01 889 6400

[www.education.ie](http://www.education.ie)

### Department of Foreign Affairs

This government department deals with diplomatic issues and Ireland's interests abroad.

69-71 St. Stephen's Green, Dublin 2  
Tel: 01 4780822 / LoCall: 1890 426 700

[www.dfa.ie](http://www.dfa.ie)

### Citizens Information Board

This national agency gives information and advice on social services and money matters. It also provides advocacy services. Information is available through Citizens Information Services in person, by phone or on the website.

There are 268 Citizens Information Services. Call the telephone helpline or visit the website to find the one closest to you.

LoCall: 1890 777 121

[www.citizensinformation.ie](http://www.citizensinformation.ie)

### Other government departments

To get information about other government departments, contact Citizens Information Services. You can also find a list of all government departments and agencies on [www.gov.ie](http://www.gov.ie).

## LEGAL MATTERS

### Bar Council of Ireland

This is the representative and regulatory body for barristers. If you are looking for a barrister or have a complaint about your barrister, you can contact the Bar Council.

### Bar Council Administration Office

Four Courts, Dublin 7  
Tel: 01 817 5000  
Email: [barcouncil@lawlibrary.ie](mailto:barcouncil@lawlibrary.ie)

[www.barcouncil.ie](http://www.barcouncil.ie)

### Law Society of Ireland

This is the representative and regulatory body for solicitors. If you are looking for a solicitor or have a complaint about your solicitor, you can contact the Law Society.

Blackhall Place, Dublin 7  
Tel: 01 672 4800

Email: [general@lawsociety.ie](mailto:general@lawsociety.ie)

[www.lawsociety.ie](http://www.lawsociety.ie)

### Legal Aid Board

The board provides legal aid for people who cannot afford legal representation. The legal aid is only for civil issues such as suing for personal injury or applying for asylum. The board does not deal with criminal issues.

### Head Office:

Quay Street, Cahirciveen, Co. Kerry  
Tel: 066 947 1000

LoCall: 1890 615 200

Email: [info@legalaiddboard.ie](mailto:info@legalaiddboard.ie)

### Dublin Office:

47 Upper Mount Street, Dublin 2  
Tel: 01 644 1900

[www.legalaiddboard.ie](http://www.legalaiddboard.ie)

### Free Legal Advice Centres

This non-governmental organisation works towards achieving social justice. It also provides some basic, free legal services to the public.

13 Lower Dorset Street, Dublin 1  
Information & Referral Line: 1890 350 250  
Tel: 01 8745690

[www.flac.ie](http://www.flac.ie)

## IMMIGRATION

### Immigrant Council of Ireland

The Immigrant Council is a non-governmental organisation that promotes the rights of migrants through information, legal advice, advocacy, lobbying, research and training. The Council is also an independent law centre.

2 St Andrew Street, Dublin 2

Tel (admin): 01 674 0202

Email: [admin@immigrantcouncil.ie](mailto:admin@immigrantcouncil.ie)

[www.immigrantcouncil.ie](http://www.immigrantcouncil.ie)

### Department of Justice and Law Reform

The Asylum, Immigration and Citizenship Division deals with immigration matters on behalf of the government.

Asylum, Immigration & Citizenship Division

13-14 Burgh Quay, Dublin 2

Tel: 01 616 7700 / LoCall: 1890 551 500

[www.justice.ie](http://www.justice.ie)

### Integrating Ireland

This non-governmental organisation is a network of community and voluntary groups that works to achieve equality and full integration in Irish society of asylum seekers, refugees and immigrants.

18 Dame Street, Dublin 2

Tel: 01 645 3070

Email: [info@integratingireland.ie](mailto:info@integratingireland.ie)

[www.integratingireland.ie](http://www.integratingireland.ie)

# CONTACTS

## MEDIA

### Broadcasting Authority of Ireland

This is the independent regulator for radio and television broadcasters in Ireland.

2-5 Warrington Place, Dublin 2

Tel: 01 644 1200

Email: [info@bai.ie](mailto:info@bai.ie)

[www.bai.ie](http://www.bai.ie)

### Office of the Press Ombudsman

The Press Ombudsman investigates complaints against members of the press.

1-3 Westmoreland Street, Dublin 2

LoCall: 1890 208 080

Email: [info@pressombudsman.ie](mailto:info@pressombudsman.ie)

[www.pressombudsman.ie](http://www.pressombudsman.ie)

### Press Council of Ireland

The Press Council has developed a code of practice for those working in newspapers and periodicals. The Council appoints the Press Ombudsman, makes decisions in complex cases and decides on appeals from the Press Ombudsman.

1-3 Westmoreland Street, Dublin 2

Tel: 01 648 9130

Email: [info@presscouncil.ie](mailto:info@presscouncil.ie)

[www.presscouncil.ie](http://www.presscouncil.ie)

## PRISONS

### Irish Penal Reform Trust

This organisation campaigns for the rights of people in prison and for prison reform.

4th Floor, Equity House

16-17 Upper Ormond Quay, Dublin 7

Tel: 01 874 1400

Email: [info@iprt.ie](mailto:info@iprt.ie)

[www.iprt.ie](http://www.iprt.ie)

## TRADE UNIONS

### Association of Secondary Teachers Ireland (ASTI)

This trade union represents second level teachers in community colleges, comprehensive schools and voluntary secondary schools.

Thomas McDonagh House

Winetavern Street, Dublin 8

Tel: 01 6040160 or 1850 418400

Fax: 01 8972760

Email: [info@asti.ie](mailto:info@asti.ie)

[www.asti.ie](http://www.asti.ie)

### IMPACT Trade Union

Ireland's largest public and services trade union.

Nerney's Court, Dublin 1

Tel: 01 817 1500 / Fax: 01 817 1501

[www.impact.ie](http://www.impact.ie)

### Irish Congress of Trade Unions (ICTU)

31/32 Parnell Square, Dublin 1

[www.ictu.ie](http://www.ictu.ie)

### Irish National Teachers Organisation (INTO)

This trade union represents Irish National Teachers.

35 Parnell Square, Dublin 1

Tel: 01 8047700 / LoCall: 1850708708

[www.into.ie](http://www.into.ie)

### Mandate Trade Union

This trade union represents the retail and bar trade.

O'Lehane House

9 Cavendish Row, Dublin 1

Tel: 01 874 6321/2/3

Fax: 01 872 9581

[www.mandate.ie](http://www.mandate.ie)

### National Union of Journalists (NUJ)

#### Irish Office:

Spencer House, Spencer Row

Off Store Street, Dublin 1

Tel: 01 817 0340 / Fax: 01 817 0359

Email: [info@nuj.ie](mailto:info@nuj.ie)

[www.nuj.org.uk](http://www.nuj.org.uk)

### Services, Industrial, Professional & Technical Union (SIPTU)

#### Head Office:

Liberty Hall, Dublin 1

Tel: 01 858 6300 / Fax: 01 874 9466

Email: [genpres@siptu.ie](mailto:genpres@siptu.ie)

[www.siptu.ie](http://www.siptu.ie)

### Teachers' Union of Ireland

73 Orwell Rd., Rathgar, Dublin 6

Tel: 01 492 2588 / Fax: 01 492 2953

Email: [tui@tui.ie](mailto:tui@tui.ie)

[www.tui.ie](http://www.tui.ie)

## PEOPLE WITH A DISABILITY

### Inclusion Ireland

Inclusion Ireland is a national voluntary organisation working to promote the rights of people with an intellectual disability in Ireland.

Unit C2, The Steelworks, Foley St., Dublin 1

Tel: 01 8559891

Email: [info@inclusionireland.ie](mailto:info@inclusionireland.ie)

[www.inclusionireland.ie](http://www.inclusionireland.ie)

### National Disability Authority

This is the state agency on disability issues. They provide advice to the government on disability issues.

25 Clyde Road, Dublin 4

Tel: 01 6080400

Email: [nda@nda.ie](mailto:nda@nda.ie)

[www.nda.ie](http://www.nda.ie)

### Irish Deaf Society

This organisation provides support to people who have a hearing disability.

30 Blessington Street, Dublin 7

Tel: 01 860 18 78

Minicom: 01 8601910 / SMS: 086 3807033

Email: [info@irishdeafsociety.ie](mailto:info@irishdeafsociety.ie)

[www.Irishdeafsociety.ie](http://www.Irishdeafsociety.ie)

### National Council for the Blind

This organisation offers support and services nationwide to people experiencing difficulties with their eyesight.

Whitworth Road, Drumcondra, Dublin 9

Tel: 01 830 7033 / LoCall: 1850 33 43 53

Email: [info@ncbi.ie](mailto:info@ncbi.ie)

[www.ncbi.ie](http://www.ncbi.ie)

## TRANSLATION & INTERPRETATION

### The Irish Translators' & Interpreters' Association

This group represents translators and interpreters. If you are looking for a translator or interpreter, you could contact them for advice.

c/o Irish Writers' Centre

19 Parnell Square, Dublin 1

Tel: 087 673 8386 / 01 872 6282

[www.translatorsassociation.ie](http://www.translatorsassociation.ie)

## OTHER

### Equality Authority

This government-funded body works to prevent discrimination in both employment and access to goods and services.

Birchgrove House

Roscrea, Co. Tipperary

### Dublin office:

2 Clonmel Street, Dublin 2

### Information Line:

LoCall: 1890 245 545

Email: [info@equality.ie](mailto:info@equality.ie)

### Irish Human Rights Commission

The Commission works to ensure that the human rights of all people in Ireland are respected.

Fourth Floor, Jervis House

Jervis Street, Dublin 1

Tel: 01 858 9601

Email: [info@ihrc.ie](mailto:info@ihrc.ie)

[www.ihrc.ie](http://www.ihrc.ie)

### Irish Internet Hotline

This organisation provides an anonymous reporting service to members of the public who accidentally uncover illegal content on the Internet, particularly child pornography or activities relating to the sexual exploitation of children.

ISPAI Service

Unit 24 Sandyford Office Park, Dublin 18

Tel: 1890 610 710

Email: [info@hotline.ie](mailto:info@hotline.ie)

[www.hotline.ie](http://www.hotline.ie)

DESIGNED AT [WWW.DETAIL.IE](http://WWW.DETAIL.IE)

# KNOW YOUR RIGHTS:

## Protect Your Privacy

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This is the second in a series of packs designed to inform people about their rights. The pack provides the public with information about their rights in relation to data protection, CCTV, privacy at work and other privacy-related topics. The pack is written in everyday language and we hope that you will find it informative and easy to use.

The packs are also available on our dedicated webpage, **[www.knowyourrights.ie](http://www.knowyourrights.ie)**, which will be updated regularly as the law changes. Details of the upcoming packs in the series will also be available on the webpage.

### **The ICCL thanks the following individuals and organisations for their comments on earlier drafts of the pack:**

- ▶ Office of the Data Protection Commissioner
- ▶ Garda Síochána Ombudsman Commission
- ▶ Esther Lynch, Legislation & Social Affairs Officer, Irish Congress of Trade Unions
- ▶ Catherine Cosgrave, Senior Solicitor, Immigrant Council of Ireland
- ▶ Michael Farrell, Senior Solicitor, Free Legal Advice Centres (FLAC)
- ▶ Press Ombudsman

**THE ICCL IS RESPONSIBLE FOR ANY ERRORS OR INACCURACIES.**

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