

Appendix B – Rights of Data Subjects (Customers)

As a public body, Tailte Éireann (TÉ) collects personal data of customers only for the purposes of fulfilling its statutory and legitimate business functions.

The GDPR requires organisations to be transparent about how they process individuals' data and ensure that the processing has a legal basis.

TÉ is committed to Data Protection and the safeguarding of the rights of all individuals to privacy and integrity in relation to the processing of their personal data.

Your rights are enforced through Articles 13–22 of the GDPR which are set out below.

Articles 13 & 14: Information to be provided where personal data are collected/not collected from the data subject

You have the right to be informed that your personal data is collected and processed, and to what extent this is done. You also have the right to be made aware of your rights, as this document sets out. TÉ is committed to upholding this principle of transparency.

Article 15: Right of access by the data subject

You have the right to access the data that TÉ holds on you. To do so, an application form should be submitted along with proof of identity (ID) and address so that it may be authenticated. Please see TÉ'S [Subject Access Request Note & Form](#) for further details.

Article 16: Right to rectification

TÉ makes every effort to ensure that your personal data is accurate and up to date. However, if you think that your personal data is not accurate or relevant, you can contact TÉ's [Data Protection Unit](#).

You should set out clearly the personal data involved and the reasons why you consider it to be inaccurate. TÉ will either amend the data without undue delay or explain to you why it will not do so.

Article 17: Right to erasure (right to be forgotten)

You have the right, in certain circumstances, to have your data erased or no longer processed. However, this right cannot interfere with the statutory functions of TÉ.

Should you wish to have your data erased, please email the [Data Protection Unit](#) and your request will be considered. Please set out clearly the personal data involved and the reasons why you consider that the data should be erased. TÉ will either grant the request without undue delay or explain to you why it will not do so.

Article 18: Right to restriction of processing

In certain circumstances you have the right to request that we restrict processing of your personal data. However, this right cannot interfere with the statutory functions of TÉ.

You may apply either in writing or by email to the Data Protection Unit so that your request may be considered. You should clearly set out the personal data involved and the reasons why you consider processing should be restricted. TÉ will either grant your request without undue delay or explain to you why it will not do so.

Article 19: Notification obligation regarding rectification or erasure of personal data or restriction of processing

Such information is subject to change as the records TÉ holds are dynamic and constantly changing.

Where feasible, changes including rectification, erasure of personal data or restriction of processing will be notified to the relevant parties.

Article 20: Right to data portability

You have the right to data portability unless it applies to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 21: Right to object

You have the right to object to certain processing, unless the processing is carried out for the performance of a task undertaken for reasons of public interest or in the exercise of official authority vested in the controller. Where such an objection is received, TÉ will assess each case on its merits.

You also have the right to object to direct marketing. On occasion, TÉ has reason to communicate with its customers via email. Such emails are only issued to customers who have actively opted in to receive them and who may at any time choose to opt out.

Email addresses of subscribers are not used for any other purpose and are not shared with third parties.

Article 22: Automated individual decision-making, including profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling which produces legal effects concerning you or significantly affects you.

Applications for registration submitted to TÉ are not subject to automated processing.

Right to complain to the DPC

The DPC may be contacted in relation to all matters concerning data protection should you have any concerns. Their contact details are Data Protection Commission, 6 Pembroke Row, Dublin 2 or by phone on 01 765 0100 / 1800 437 737.