
Data Protection Notice

General

In this notice SouthLink refers to SouthLink N25 Limited. SouthLink is part of a Public Private Partnership contract with Celtic Roads Group (Waterford) DAC and Transport Infrastructure Ireland (TII) which permits SouthLink to operate and maintain the N25 Project Road and toll plaza therein. The N25 Project Road runs from the Carrick Road Roundabout (N25/R680 junction) in the west to the Luffany Roundabout (N25/N29) junction in the east. Smaller sections of adjacent road are also included within the Project Road.

Collection and use of personal data

In order for SouthLink to successfully operate and maintain the motorway and toll plaza and to enable SouthLink establish and manage the relationship with users of the motorway and toll plaza, SouthLink has a legitimate business reason to process personal data.

SouthLink process personal information, for example, when you use the motorway and the toll plaza, when you contact SouthLink to make a query in respect of a toll transit when you use a card to make payment when you contact SouthLink to make a Subject Access Request.

SouthLink uses vehicle recognition software and takes still images of your motor vehicle at the toll plaza to identify the motor vehicles using the toll plaza. We also process CCTV to improve security, health & safety and for enforcement and to resolve any issues raised by you with SouthLink at a later stage. Please note that SouthLink cannot always guarantee the quality of the CCTV. Therefore, it might not always be possible to identify any personal data or data subjects from our CCTV.

Other information from other toll concessionaries or tag providers that you may have a tag account with is also processed to allow road users uninterrupted use of all the toll plazas in Ireland with one tag and so to perform the contract you have in place with your tag provider.

SouthLink does not have a database of all registered owners of motor vehicles in Ireland, but in the event that you cause damage to the motorway and do not stop to report the incident to our employees or you do not pay the toll fee as required by law, SouthLink may collect personal data from local authorities, the MIBI and An Garda Síochána in respect of ownership of motor vehicles and motor insurance details in order to assist SouthLink with enforcement.

Sensitive Personal Data

In order to avail of exemptions for the toll charges for certain categories of drivers contained in the local Toll Bye-Laws, road users may provide sensitive data to SouthLink. SouthLink

shall only process sensitive personal data when it is absolutely required to do so and only with your written consent.

Keeping your information safe

We appreciate the trust you place in SouthLink to process your information. We take a series of measures to protect your information, and our IT Department works very hard to ensure that SouthLink uses security measures that comply with Irish law and meet international standards. This includes, but it's not limited to, computer safeguards, secure files, and secure buildings.

Usage

Data Analytics

SouthLink analyses the information collected through your usage of the toll plaza. Our analysis helps SouthLink ensure that you are afforded a fast and uninterrupted journey through the toll plaza.

Litigation

In case a claim is made against SouthLink, previously collected personal data shall be used to investigate the matter and attempt to defend the claim. If SouthLink wishes to make a claim against you for non-payment of a toll journey or for damage caused to the motorway or at the toll plaza, SouthLink shall use your personal data to investigate the matter and form the basis of the claim to seek judgment and enforcement.

Payment

When you use a card to make a payment, SouthLink uses a post-payment card system. If the payment is declined, for example, due to insufficient funds or due to being blocked because the card was stolen and, therefore, the use is unauthorised, SouthLink shall process the information so that the next time the card is used at the toll plaza, the card shall be immediately rejected.

Encryption is used to keep your card information safe. In addition to this, SouthLink has Data Protection Agreements in place with the companies used to process the corresponding payments through the various banks to keep all the information safe.

Query Resolution

If you make a query in respect of your transit, SouthLink shall process your personal information to resolve the query for you.

Our Legal Obligations

SouthLink has legal obligations, for example:

- to assist law enforcement agencies when they are investigating criminal activity.
- to operate the motorway and toll plazas in compliance with the local Bye Laws and legislation.
- to operate and maintain the motorway in compliance with our contract with CRG and TII.
- to co-operate with third parties in respect of interoperability contracts between tag providers and other toll concessionaries within Ireland.

In order to comply with legal obligations or in order to protect rights, property, or the safety of the staff of SouthLink, its customers or others, SouthLink may disclose personal data if under a duty to disclose or share customer data.

SouthLink shall also disclose personal data if the disclosure is required in order to comply with applicable law, summon, search warrant, a court or regulatory order, or another valid legal process.

Often SouthLink has to share information with other tag providers and toll concessionaries within Ireland through a portal called the IMSP in order to deal with contractual requirements to resolve the queries of motorway users. This ensures that you are in a position to use one tag on all the motorways throughout Ireland.

Where we suspect criminal activity, SouthLink shall record this and report it to the relevant enforcement agencies, which may be within or outside Ireland, because we are legally obliged to do so.

Retention

SouthLink shall only retain personal data for as long as it is required to conduct our business and satisfy our legal obligations.

Your Information and Third Party

We sometimes use other companies and individuals to work on our behalf to collect monies or to give us advice to help us make decisions, for example, to:

- Analyse data;
- Collect toll charges at the toll plaza;
- Collect unpaid toll charges and debts;
- Collect unpaid repairs for damage caused on the motorway; &/or
- Litigation purposes.

We contract with all third parties to whom we give your information to or to whom we have access to your information for these purposes to keep your information confidential and to respect the laws on Data Protection.

SouthLink might require technical support from companies outside Ireland. These companies are in the EEA, so this would only involve processing data within the EEA. In all such cases, this activity is supported by a contract which includes data protection clauses.

Accessing and Managing your Personal Data

The General Data Protection Regulation (GDPR) and the corresponding Data Protection Act 2018 in Ireland establish robust subject access rights, giving individuals control over their personal data. Under these regulations, individuals have the right to request access to the personal information held about them by organisations.

This includes details on the processing purposes, categories of data, recipients of the data, and the storage duration. Moreover, individuals can obtain a copy of their data and seek rectification of inaccuracies.

To make a data access request, please contact SouthLink's Data Protection Officer. Keep in mind that you might be requested to present a proof of ID and a proof of ownership of the vehicle (if applicable).

Once we are satisfied that you are the data subject, we shall reply to you within 30 days. Also note, that if you request a reply of communication via your email address, you are held solely responsible for the security and integrity of your own email account. Unfortunately, the transmission of information via the internet is not completely secure. Consequently, while SouthLink shall take all reasonable security measures, SouthLink cannot guarantee the privacy or confidentiality of information relating to you being passed via the Internet; any transmission is entirely at your own risk.

SouthLink tries to ensure that the information we have about you is accurate and up to date. If your information changes or you believe that we have information that is not accurate or not up to date, please write to SouthLink at the following address, and SouthLink shall update your information immediately.

Data Protection Officer

personaldata@egis.ie

N25 Toll Plaza, Gracedieu Lower Waterford.

Right to Complain

You also have a right to complain to the Data Protection Commissioner.

You can contact the Office of the Data Protection Commissioner at:

- Telephone +353 01 7650100
- Online www.dataprotection.ie

Postal Address: Data Protection Commission, 21 Fitzwilliam Square S, Dublin 2, D02 RD28

Updates

SouthLink reserves the right to update this Data Privacy Notice from time to time. Any updates shall be made available on this website, or if you are a tag account holder, they shall be notified to you by post.