# eFlow Data Protection Notice

## Introduction

### a) About TII

Transport Infrastructure Ireland ("**TII**") is the operational name of the National Roads Authority ("**NRA**") following the dissolution of the Railway Procurement Agency and the transfer of its functions to the NRA in accordance with the Roads Act 2015. TII's main address is Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10, Ireland.

### b) About eFlow

eFlow is a registered business name of TII (references to "**eFlow**" in this notice are references to Transport Infrastructure Ireland). eFlow (TII) operates the barrier-free tolling system on Dublin's M50 motorway and it is also a provider of electronic tags for use in connection with the payment of tolls on all toll roads in the Republic of Ireland.

TII has appointed Turas Mobility Services Ltd **("Turas")** to provide tolling and other related services in relation to the operation of the eFlow barrier-free tolling system.

eFlow (TII) is the controller of personal data that is collected and processed in accordance with this notice. As Turas operates the eFlow tolling service on behalf of TII, it generally acts as a processor of any personal data collected and processed in connection with such services.

## Purpose of Notice

The purpose of this notice is to inform you of the personal data relating to you that eFlow may collect and process in order to provide toll road services and the uses (including disclosures to third parties) that eFlow may make of such personal data.

eFlow fully respects your right to privacy and is committed to protecting your personal data. Any personal data that is processed in relation to the eFlow business is processed in accordance with applicable data protection law.

Information in relation to the processing of your personal data when you access the website eflow.ie is available in the eFlow Website Privacy Notice and when you access the eFlow: My Tolls App.

## Personal Data Processed by eFlow

The processing of personal data is required in order to provide toll road services to registered and unregistered eFlow customers (which includes customers who use the eFlow Website and the eFlow: My Tolls App and who contact eFlow by telephone or post). eFlow may collect and process some or all of the following personal data in relation to you:

| PERSONAL DATA CATEGORY | DESCRIPTION |
|---|---|
| **REGISTERED ACCOUNT DATA**<br><br>**(I.E. TOLL ROAD USERS WITH A REGISTERED EFLOW ACCOUNT WHICH MAY BE A PRIVATE ACCOUNT, A BUSINESS ACCOUNT OR A FLEET ACCOUNT. A BUSINESS ACCOUNT ALLOWS A REGISTERED USER TO MANAGE TOLL CHARGES FOR FIVE OR MORE COMPANY VEHICLES. A FLEET ACCOUNT ALLOWS A REGISTERED USER TO MANAGE A FLEET OF MORE THAN TWENTY VEHICLES.)** | • Full name<br>• Contact details including your postal address (including Eircode if you choose to provide it), email address and contact telephone number<br>• Licence plate number and captured image of same from M50 journey<br>• Journey reference number<br>• Tag provider and tag number<br>• Credit card, debit card or direct debit details<br>• Toll road passage information payment history<br>• Correspondence and telephone conversation recordings with eFlow<br>• For business or fleet registered accounts, we may also collect the name of the leaseholder of the vehicle(s) as well as the owner of the vehicle(s) where relevant |
| **UNREGISTERED ACCOUNT DATA (I.E. TOLL ROAD USERS WHO HAVE NOT REGISTERED AN ACCOUNT WITH EFLOW).** | • Full name<br>• Contact details including your postal address (and your Eircode if you choose to provide it), email address and contact telephone number (if you choose to provide such details)<br>• Licence plate number and captured image of same from M50 journey<br>• Journey reference number |

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| | • Payment history<br>• Journey history<br>• Correspondence and telephone conversation recordings with eFlow<br>• PIN number |
| **QUICK ACCESS PROFILE DATA (I.E. TOLL ROAD USERS WHO HAVE OPENED AN ACCOUNT ON THE EFLOW: MY TOLLS APP BUT WHO DO NOT HAVE A REGISTERED EFLOW ACCOUNT)** | • Email address<br>• Licence plate number<br>• Payment history and journey history<br>• Journey reference number<br>• Correspondence and telephone conversation recordings with eFlow<br>• Credit card or debit card details |
| **COMMUNICATIONS DATA** | When you contact eFlow by phone, email or through the eFlow website (e.g. via Webchat, on the General Query Form, the Appeal a Penalty Form, the Query a Journey Form or the Query a Payment Form), eFlow records details of those communications (e.g. correspondence records, web message, letter/ fax correspondence, phone call recordings including logs of phone calls, etc.) and any other details which you may provide. This may include, among other things:<br>• Full name<br>• Email address<br>• Licence plate number |

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| **PAYMENTS DATA** | For the purpose of processing payments, eFlow may collect direct debit details, credit card or debit card details including via a Digital Wallet. |
| **EXEMPT VEHICLE DATA** | • Licence plate number and captured image from M50 journey<br>• Journey reference number<br>• Tag provider and tag number |
| **CUSTOMER SATISFACTION SURVEY DATA** | • Name and contact details (email address and if you wish to be contacted, your mobile telephone number)<br>• Account number (in the case of registered customers)<br>• Type of vehicle<br>• Details of account (in the case of registered customers)<br>• Survey responses (including verbatim comments)<br>• Licence plate number |

## Sources of Personal Data

The personal data relating to you that eFlow holds is generally collected directly from you (e.g. when you use eFlow services, including when you drive on the M50 Toll Road or engage with us by post or via the eFlow website, the eFlow: My Tolls App or by telephone).

As well as collecting information from you directly, eFlow may receive or collect information about you and your vehicle from the following sources:

- the National Vehicle and Driver File, in accordance with specific legislative authority;
- foreign vehicle licensing authorities, in the countries in which the vehicle is registered;
- vehicle rental companies, to enable eFlow to contact you and request the payment for your passage;
- compatible operators in connection with the processing of interoperable toll transactions (compatible operators include (i) other toll road operators, when you use the eFlow electronic tag on such toll roads and (ii) other tag providers, if you use an electronic tag issued by such tag provider to pay for toll journeys on the M50);
- toll passage photographic and video recordings for all vehicles that use the M50 toll road; and
- cameras/CCTV on the M50.

## Legal Bases

The personal data described above is used by us and by third party service providers acting on our behalf. The legal bases on which we collect, process and transfer your personal data for these purposes are:

- where such processing is necessary to comply with TII's legal and regulatory obligations ("**Legal Obligation**");
- where such processing is necessary to carry out its tasks in the public interest and/or in the exercise of official authority vested in TII ("**Public Interest/Official Authority**");
- where such processing is necessary for the purposes of legitimate interests pursued by eFlow except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data ("**Legitimate Interests**");
- where such processing is necessary for the performance of a contract with you or where it is necessary to take steps at your request prior to entering into a contract with you ("**Contract**"); and
- your consent ("**Consent**"), where this is the case you will be asked to give a positive indication of that consent.

**Purposes of processing activities and associated legal bases**

eFlow processes personal data in order to:

| PURPOSES | CATEGORIES OF PERSONAL DATA | LEGAL BASES |
|---|---|---|
| **TO ENSURE THAT PAYMENT IS OBTAINED FROM ALL ROAD USERS USING EFLOW SERVICES IN ACCORDANCE WITH TII'S STATUTORY OBLIGATIONS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data<br><br>Payment data | Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended) and Bye-law 5 of the Bye-Laws for the M50 (between Junctions 6 and 7) (the "**M50 Bye-Laws**")<br><br>Contract (in relation to registered eFlow customers) |
| **TO OUTSOURCE SERVICES TO THIRD PARTY SERVICE PROVIDERS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data<br><br>Communications data | Public Interest/Official Authority, pursuant to section 63 of the Roads Act 1993 (as amended) |

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| **TO RESPOND TO QUERIES AND COMPLAINTS AND APPEALS TO PENALTY LETTERS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data<br><br>Communications data | Contract (in relation to registered eFlow customers)<br><br>Public Interest/ Official Authority, pursuant to the Roads Act 1993 (as amended) |
| **TO ISSUE PROCEEDINGS (CIVIL AND CRIMINAL) WITH RESPECT TO UNPAID TOLLS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data<br><br>Communications data<br><br>Payment Data | Public Interest/ Official Authority pursuant to sections 59(1) and 81(3)(b) of the Roads Act 1993 (as amended) |

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| **TO COMPLY WITH TII'S OTHER STATUTORY OBLIGATIONS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data<br><br>Communications data<br><br>Payment data | Legal Obligations under Part V of the Roads Act 1993 (as amended) and the M50 Bye-Laws |
| **WHERE YOU ARE A REGISTERED EFLOW CUSTOMER, TO ADMINISTER AND MAINTAIN YOUR ACCOUNT** | Registered account data | Contract |
| **WHERE YOU ARE A REGISTERED EFLOW CUSTOMER, TO ALLOW YOU TO MOVE UNPAID M50 TOLL ROAD CHARGES TO YOUR ACCOUNT (THIS RELATES TO CHARGES INCURRED WHEN EITHER YOU OR A THIRD PARTY WHOSE VEHICLE YOU ARE ADDING TO YOUR REGISTERED ACCOUNT WERE UNREGISTERED CUSTOMERS)** | Registered account data<br><br>Unregistered account data | Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended) and Bye-law 5 of the Bye-Laws for the M50 (between Junctions 6 and 7) (the "M50 Bye-Laws")<br><br>Consent |

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| **WHERE YOU ARE AN EFLOW: MY TOLLS APP QUICK ACCESS PROFILE HOLDER, TO ADMINISTER AND MAINTAIN YOUR ACCOUNT** | Quick Access profile data | Public Interest/ Official Authority, pursuant to the Roads Act 1993 (as amended)<br><br>Contract |
| **WHERE YOU ARE AN UNREGISTERED EFLOW CUSTOMER, TO PROVIDE YOU WITH BALANCE DETAILS AND ASSOCIATED PASSAGE INFORMATION** | Unregistered account data | Public Interest/ Official Authority, pursuant to the Roads Act 1993 (as amended) |
| **WHERE YOU ARE AN UNREGISTERED EFLOW CUSTOMER, TO PROVIDE YOU WITH A PIN NUMBER IF YOU REQUEST IT** | Unregistered account data | Public Interest/ Official Authority, pursuant to the Roads Act 1993 (as amended) |
| **TO PROVIDE YOU WITH NOTIFICATIONS VIA YOUR PREFERRED COMMUNICATION METHOD** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data | Consent (in relation to unregistered eFlow customers and quick account holders)<br><br>Contract (in relation to registered eFlow customers) |
| **TO DETERMINE WHETHER YOUR VEHICLE IS EXEMPT FROM M50 TOLL ROAD CHARGES** | Exempt vehicle data | Public Interest/Official Authority, pursuant to section 62 of the Roads Act 1993 (as amended) and |

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| | | Bye-law 12 of the M50 Bye-Laws |
| **TO UNDERTAKE CUSTOMER SATISFACTION SURVEYS** | Registered account data<br><br>Unregistered account data<br><br>Quick Access profile data | Public Interest/ Official Authority, pursuant to the Roads Act 1993 (as amended)<br><br>Legitimate Interests – eFlow has a legitimate interest in undertaking customer satisfaction surveys in order to monitor the effectiveness of the eFlow customer support service and improve services.<br><br>Completing surveys is entirely voluntary |

The legal basis on which we collect, process and transfer special categories of data relating to you (e.g. data relating to health) in the manner described above are that of Public Interest and Consent (specifically, your explicit consent to such processing).

The legal basis for processing your personal data for the purposes of criminal proceedings is TII's performance of its statutory functions with regard to the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties in connection with unpaid tolls.

## Transfers Abroad

In connection with the above, eFlow may transfer your personal data outside the European Economic Area to service providers in India, New Zealand, Argentina, the United Kingdom and the United States of America In such circumstances, eFlow ensures that appropriate measures are in place to comply with its obligations under applicable law governing such transfers.

The European Commission has the power to determine, on the basis of Article 45 of Regulation (EU) 2016/679 (the GDPR) whether a country outside the EU offers an adequate level of data protection. In this regard, eFlow relies on the adequacy decisions in

respect of transfers to InnoCraft Ltd. in New Zealand, W5 Marketing Intelligence Ltd. and Euro Parking Collection plc (EPC) in the UK and to Kapsch Trafficom Argentina S.A. in Argentina (see further details below).

Transfers to MOJO Web Solutions LLC in the United States of America and VPTI Solutions Private Limited in India are made on the basis of contracts governing such transfers that contain 'standard contractual clauses' approved by the European Commission.

Further details of the measures that eFlow has taken in this regard are available from the eFlow Data Protection Officer, using the contact details indicated below.

## Recipients of Data

In connection with eFlow, the following are the key recipients of personal data processed by TII:

| *RECIPIENT OF PERSONAL DATA* | *PURPOSES OF PROCESSING* |
|---|---|
| **TURAS MOBILITY SERVICES LTD.** | For the operation and management of eFlow |
| **ABTRAN UNLIMITED COMPANY** | Host and operate the customer channels subsystem |
| **PIERSE FITZGIBBON SOLICITORS LLP** | Provision of enforcement services for unpaid tolls by domestic vehicles |
| **EURO PARKING COLLECTION PLC** | Provision of collection and enforcement services for unpaid tolls incurred by foreign registered vehicles |
| **VPTI SOLUTIONS PRIVATE LIMITED** | Support services in connection with the operation of eFlow |
| **VIAPLUS EUROPE LIMITED** | Support services in connection with the operation of eFlow |
| **KAPSCH TRAFFICOM ARGENTINA S.A.** | Support and trouble shooting in connection with captured images |
| **W5 MARKETING INTELLIGENCE LIMITED** | Data storage in connection with customer surveys |
| **PAYZONE IRELAND LTD** | Provision of card payment services |

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| **INNOCRAFT LTD (MATOMO)** | Data analytics services for eFlow website and eFlow: My Tolls App |
| **MOJO WEB SOLUTIONS LLC** | Development, support and maintenance of the eFlow Website and eFlow: My Tolls App |

We may also disclose any of your personal data detailed in the "Personal Data Processed by eFlow" section above to other organisations in connection with the above purposes, in the following circumstances:

- We may share personal data with our agents, contractors and service providers (as well as sub-contractors of such parties) who assist us with the operation of aspects of our services and functions, such as our banking and printing/postal correspondence contractors, foreign vehicle licensing authorities and law enforcement agencies.
- Where we appoint a new operator of eFlow, we may share personal data with this new operator in order to facilitate the successful transition to the new operator and to ensure continuity of service for eFlow customers during any transition period.
- Where we are under a duty to disclose or share personal data in order to comply with any legal obligation, or to protect the rights, property or safety of eFlow, our customers, or others.
- Where required or permitted by law, we may share your personal data with other public authorities and bodies, such as the Gardaí or other law enforcement authorities for the purposes of the prevention, investigation, detection, or prosecution of criminal offences or the execution of criminal penalties.
- In connection with the processing of interoperable toll transactions in Ireland, we may disclose your personal data to a relevant compatible operator.
- We may share toll passage data with key stakeholders, e.g. the Department of Transport, for the purposes of research and statistical analysis.
- For the purpose of operating competitions on behalf of TII we may disclose, subject to your consent, your name, email address and marketing preferences provided to us by you.
- Where we are otherwise permitted by law.

## Retention

Generally, we will only retain your personal data for as long as necessary for the purpose or purposes for which it was obtained, including for the purposes of satisfying any legal, accounting, or reporting requirements. The retention periods differ depending on the type of categories of personal data held.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Further specific information on our retention practices in relation to the processing activities discussed above is available from the eFlow Data Protection Officer, using the contact details indicated below.

## Necessity of provision of certain information and consequences

You are not under a statutory obligation to provide eFlow with any personal data. However, there are certain pieces of information that you must provide to us in order to open an eFlow account or to pay a toll or a penalty (e.g.  your name, your contact details and payment details). If we do not receive this information, this will impact our ability to (i) process your application; and/or (ii) process your payment (which may result in enforcement proceedings).

## Security of Your Information

The personal data which we process is held on secure servers hosted by Turas Mobility Services Ltd. eFlow has adopted appropriate technical and organisational security measures to protect your information from unauthorised access and against unlawful processing, accidental loss, destruction or damage. We will also ensure that our agents or third-party service providers who process your data are required to keep your data safe and secure.

## Your Rights

You have the following rights, in certain circumstances, in relation to your personal data:

- **Right to access the data** – You have the right to request a copy of the personal data that we hold about you, together with other information about our processing of that personal data.
- **Right to rectification** – You have the right to request that any inaccurate data that is held about you is corrected, or if we have incomplete information, you may request that we update the information such that it is complete.
- **Right to erasure** – You have the right to request us to delete personal data that we hold about you. This is sometimes referred to as the right to be forgotten.
- **Right to restriction of processing** – You have the right to request that we no longer process your personal data for particular purposes.
- **Right to object to the processing of your personal data** – You have the right to object to our processing of your personal data for particular purposes.
- **Right to data portability** – You have the right to receive your personal data, which you provided to us, in a structured, commonly used machine readable format or to require us to transmit that data to another controller.

- **Right to withdraw your consent** – where our processing of your personal data is based on you having provided consent, you have the right to withdraw your consent to the processing at any time.

Please note that these rights are not absolute and are subject to certain restrictions and exemptions. For example, the right to erasure of personal data will not apply where we have a legitimate reason to continue to hold such data and we may continue to process your personal data, despite an objection by you, where we have compelling legitimate grounds for the processing which override your interests, rights and freedoms.

In order to exercise any of the rights set out above, please contact the eFlow Data Protection Officer, using the contact details below.

## Questions and Complaints

If you have any questions or complaints about our use of your personal data, please contact the eFlow Data Protection Officer using the following contact details:

- by post: Data Protection Officer, Turas Mobility Services Limited, Block 8, Harcourt Centre, Charlotte Way, Dublin, D02 K580
- by email: dataprotection@eflow.ie
- by phone: 0818 50 10 50 (International: +353 1 4610122)
- by using the Webchat with the eFlow team or the General Query Form on the eFlow website.

Alternatively, TII's Data Protection Officer may be contacted as follows:

- by post: Data Protection Officer, Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10
- by phone: +353 1 646 3600
- by email: dataprotection@tii.ie

Further information about data protection can be found on the Data Protection Commission's website: www.dataprotection.ie

You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.

## Updates

We may amend this Data Protection Notice from time to time. Any material changes we make to this Data Protection Notice in the future will be posted to our website (www.eflow.ie). This Data Protection Notice was last updated on 01 May 2026.

# Fógra um Chosaint Sonraí eFlow

## Réamhrá

**a) Maidir le BIÉ**

Is é Bonneagar Iompair Éireann (“**BIÉ**”) ainm oibríochta an Údaráis um Bóithre Náisiúnta (“**ÚBN**”) i ndiaidh dhíscaoileadh na Gníomhaireachta um Fháil Iarnróid agus aistriú a fheidhmeanna chuig an ÚBN de réir Acht na mBóithre 2015. Is é príomhsheoladh BIÉ ná Ionad Gnó Gheata na Páirce, Sráid Gheata na Páirce, Baile Átha Cliath 8, D08 DK10, Éire.

**b) Maidir le eFlow**

Is ainm gnó cláraithe de chuid BIÉ é eFlow (is tagairtí do Bhonneagar Iompair Éireann iad tagairtí do “**eFlow**” san fhógra seo). Feidhmíonn eFlow (BIÉ) an córas dolaí gan bhacainní ar mhótarbhealach M50 Bhaile Átha Cliath agus is soláthraí clibeanna leictreonacha é freisin lena n-úsáid i ndáil le híocaíocht dolaí ar gach bóthar dola i bPoblacht na hÉireann.

Tá Turas Mobility Services Ltd **(“Turas”)** ceaptha ag BIÉ chun seirbhísí dolaí agus seirbhísí gaolmhara eile a sholáthar i ndáil le hoibriú chóras dolaí gan bhacainní eFlow.

Is é eFlow (BIÉ) rialaitheoir na sonraí pearsanta a bhailítear agus a phróiseáiltear i gcomhréir leis an bhfógra seo. Ós rud é go n-oibríonn Turas seirbhís dolaí eFlow thar ceann BIÉ, gníomhaíonn sé go ginearálta mar phróiseálaí aon sonraí pearsanta a bhailítear agus a phróiseáiltear i ndáil leis na seirbhísí sin.

## Cuspóir an Fhógra

Is é cuspóir an fhógra seo ná tú a chur ar an eolas faoi na sonraí pearsanta a bhaineann leat a d’fhéadfadh eFlow a bhailiú agus a phróiseáil chun seirbhísí bóthair dola a sholáthar agus na húsáidí (lena n-áirítear nochtuithe do thríú páirtithe) a d’fhéadfadh eFlow a bhaint as na sonraí pearsanta sin.

Tá meas iomlán ag eFlow ar do cheart chun príobháideachta agus tá sé tiomanta do do shonraí pearsanta a chosaint. Déantar aon sonraí pearsanta a phróiseáiltear i ndáil le gnó eFlow a phróiseáil i gcomhréir leis an dlí cosanta sonraí is infheidhme.

Tá faisnéis maidir le próiseáil do shonraí pearsanta nuair a théann tú chuig an suíomh gréasáin eflow.ie ar fáil ar fhógra príobháideachta shuíomh gréasáin eFlow agus eFlow: Fógra Príobháideachais Aip My Tolls.

## Sonraí Pearsanta arna bPróiseáil ag eFlow

Tá próiseáil sonraí pearsanta riachtanach chun seirbhísí bóthair dola a sholáthar do chustaiméirí eFlow cláraithe agus neamhchláraithe (lena n-áirítear custaiméirí a úsáideann Suíomh Gréasáin eFlow agus an Aip eFlow: My Tolls agus a dhéanann teagmháil le eFlow ar an teileafón nó tríd an bpost). Féadfaidh eFlow cuid de na sonraí pearsanta seo a leanas nó iad uile a bhaineann leat a bhailiú agus a phróiseáil:

| CATAGÓIR SONRAÍ PEARSANTA | CUR SÍOS |
|---|---|
| SONRAÍ CUNTAIS CHLÁRAITHE<br><br>(I.E. ÚSÁIDEOIRÍ BÓITHRE DOLA A BHFUIL CUNTAS EFLOW CLÁRAITHE ACU, A D'FHÉADFADH A BHEITH INA CHUNTAS PRÍOBHÁIDEACH, INA CHUNTAS GNÓ NÓ INA CHUNTAS CABHLAIGH. LIGEANN CUNTAS GNÓ D'ÚSÁIDEOIR CLÁRAITHE TÁILLÍ DOLA A BHAINISTIÚ DO CHÚIG FHEITHICIL CHUIDEACHTA NÓ NÍOS MÓ. LIGEANN CUNTAS CABHLAIGH D'ÚSÁIDEOIR CLÁRAITHE CABHLACH DE NÍOS MÓ NÁ FICHE FEITHICIL A BHAINISTIÚ.) | • Ainm iomlán<br>• Sonraí teagmhála lena n-áirítear do sheoladh poist (lena n-áirítear Eircode má roghnaíonn tú é a sholáthar), seoladh ríomhphoist agus uimhir theileafóin teagmhála<br>• Uimhirphláta agus íomhá a gabhadh den chéanna ó thuras M50<br>• Uimhir thagartha an turais<br>• Soláthraí clibe agus uimhir chlibe<br>• Sonraí cárta creidmheasa, cárta dochair nó dochair dhírigh<br>• Stair íocaíochta faisnéise faoi phasáiste bóthair dola<br>• Taifeadtaí comhfhreagrais agus comhráite teileafóin le eFlow<br>• I gcás cuntas gnó nó cuntas cláraithe le cabhlach, féadfaimid ainm léas-sealbhóir na feithicle/na bhfeithiclí a bhailiú chomh maith le húinéir na feithicle/na bhfeithiclí i gcás inarb ábhartha |
| SONRAÍ CUNTAIS NEAMHCHLÁRAITHE (I.E. ÚSÁIDEOIRÍ BÓITHRE DOLA NACH BHFUIL CUNTAS CLÁRAITHE ACU LE EFLOW). | • Ainm iomlán<br>• Sonraí teagmhála lena n-áirítear do sheoladh poist (agus d'Éirchód má roghnaíonn tú é a sholáthar), seoladh ríomhphoist agus uimhir theileafóin teagmhála (má roghnaíonn tú sonraí den sórt sin a sholáthar)<br>• Uimhirphláta agus íomhá a gabhadh den chéanna ó thuras M50<br>• Uimhir thagartha an turais<br>• Stair íocaíochta<br>• Stair an turais<br>• Taifeadtaí comhfhreagrais agus comhráite teileafóin le eFlow<br>• Uimhir PIN |
| ROCHTAIN THAPA AR SHONRAÍ CUNTAIS (I.E. ÚSÁIDEOIRÍ BÓITHRE DOLA A D'OSCAIL CUNTAS AR AN AIP EFLOW: MY TOLLS ACH NACH BHFUIL CUNTAS EFLOW CLÁRAITHE ACU) | • Seoladh ríomhphoist<br>• Uimhirphláta<br>• Stair íocaíochta agus stair an turais<br>• Uimhir thagartha an turais<br>• Taifeadtaí comhfhreagrais agus comhráite teileafóin le eFlow |

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| | • Sonraí cárta creidmheasa nó cárta dochair |
| **SONRAÍ CUMARSÁIDE** | Nuair a dhéanann tú teagmháil le eFlow ar an bhfón, trí ríomhphost nó trí shuíomh gréasáin eFlow (m.sh. trí Chomhrá Gréasáin, ar an bhFoirm Fiosrúcháin Ghinearálta, an Fhoirm Achomhairc Pionóis, an Fhoirm Fiosrúcháin ar Thuras nó an Fhoirm Fiosrúcháin ar Íocaíocht), taifeadann eFlow sonraí na cumarsáide sin (m.sh. taifid chomhfhreagrais, teachtaireachtaí gréasáin, comhfhreagras litreacha/facs, taifeadtaí glaonna gutháin lena n-áirítear logaí glaonna gutháin, srl.) agus aon sonraí eile a d'fhéadfá a sholáthar. D'fhéadfadh sé seo a bheith san áireamh, i measc rudaí eile:<br><br>• Ainm iomlán<br>• Seoladh ríomhphoist<br>• Uimhirphláta |
| **SONRAÍ ÍOCAÍOCHTAÍ** | Chun críche íocaíochtaí a phróiseáil, féadfaidh eFlow sonraí dochair dhírigh, sonraí cárta creidmheasa nó cárta dochair a bhailiú, lena n-áirítear trí Sparán Digiteach. |
| **SONRAÍ FEITHICLE DÍOLMHAITHE** | • Uimhirphláta agus íomhá a gabhadh ó thuras M50<br>• Uimhir thagartha an turais<br>• Soláthraí clibe agus uimhir chlibe |
| **SONRAÍ SUIRBHÉ SÁSTACHTA CUSTAIMÉIRÍ** | • Ainm agus sonraí teagmhála (seoladh ríomhphoist agus, más mian leat go ndéanfaí teagmháil leat, d'uimhir theileafóin phóca)<br>• Uimhir chuntais (i gcás custaiméirí cláraithe)<br>• Cineál feithicle<br>• Sonraí an chuntais (i gcás custaiméirí cláraithe)<br>• Freagraí suirbhé (lena n-áirítear tuairimí focal ar fhocal)<br>• Uimhirphláta |

## Foinsí Sonraí Pearsanta

De ghnáth, bailítear na sonraí pearsanta a bhaineann leat a fhaigeann eFlow go díreach uait (m.sh. nuair a úsáideann tú seirbhísí eFlow, lena n-áirítear nuair a thiomáineann tú ar Bhóthar Dola an M50 nó nuair a bhíonn tú i dteagmháil linn tríd an bpost nó trí shuíomh gréasáin eFlow, an aip eFlow: My Tolls nó ar an teileafón).

Chomh maith le faisnéis a bhailiú uait go díreach, féadfaidh eFlow faisnéis fút féin agus faoi do fheithicil a fháil nó a bhailiú ó na foinsí seo a leanas:

- an Comhad Náisiúnta Feithiclí agus Tiománaithe, i gcomhréir le húdarás reachtach sonrach;
- údaráis cheadúnaithe feithiclí eachtracha, sna tíortha ina bhfuil an fheithicil cláraithe;
- cuideachtaí cíosa feithiclí, chun go mbeidh eFlow in ann teagmháil a dhéanamh leat agus an íocaíocht as do thuras a iarraidh;
- oibreoirí comhoiriúnacha i ndáil le próiseáil idirbhearta dolaí idir-inoibritheacha (áirítear leis na hoibreoirí comhoiriúnacha (i) oibreoirí bóithre dolaí eile, nuair a úsáideann tú an chlib leictreonach eFlow ar na bóithre dolaí sin agus (ii) soláthraithe clibeanna eile, má úsáideann tú clib leictreonach arna heisiúint ag an soláthraí clibeanna sin chun íoc as turais dolaí ar an M50);
- taifeadtaí grianghrafadóireachta agus físe pasáiste dola do gach feithicil a úsáideann bóthar dola an M50; agus
- ceamaraí/TCI ar an M50.

## Bunús dlíthiúil

Úsáidimid féin agus soláthraithe seirbhíse tríú páirtí atá ag gníomhú thar ár gceann na sonraí pearsanta a thuairiscítear thuas. Is iad seo a leanas na bunúis dhlíthiúla ar a mbailímid, a phróiseálaimid agus a n-aistreoimid do shonraí pearsanta chun na gcríoch seo:

- i gcás ina bhfuil an phróiseáil sin riachtanach chun oibleagáidí dlíthiúla agus rialála BIÉ a chomhlíonadh (“**Oibleagáid Dhlíthiúil**”);
- i gcás ina bhfuil an phróiseáil sin riachtanach chun a chuid cúraimí a chomhlíonadh ar mhaithe le leas an phobail agus/nó i bhfeidhmiú údaráis oifigiúil atá dílsithe do BIÉ (“**Leas an Phobail/Údarás Oifigiúil**”);
- i gcás ina bhfuil an phróiseáil sin riachtanach chun conradh leat a chomhlíonadh nó i gcás ina bhfuil sé riachtanach céimeanna a ghlacadh ar d’iarratas sula ndéantar conradh leat (“**Conradh**”); agus
- do thoiliú (“**Toiliú**”), i gcás ina bhfuil sé seo amhlaidh iarrfar ort léiriú dearfach a thabhairt ar an toiliú sin.

**Cuspóirí na ngníomhaíochtaí próiseála agus bunúis dhlíthiúla gaolmhara**

| CUSPÓIRÍ | CATAGÓIRÍ SONRAÍ PEARSANTA | BUNÚIS DLÍTHIÚIL |
|---|---|---|
| **CHUN A CHINNTIÚ GO BHFAIGHTEAR ÍOCAÍOCHT Ó GACH ÚSÁIDEOIR BÓTHAIR A ÚSÁIDEANN SEIRBHÍSÍ EFLOW I GCOMHRÉIR LE HOIBLEAGÁIDÍ REACHTÚLA BIÉ** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa<br><br>Sonraí íocaíochta | Leas an Phobail/Údarás Oifigiúil, de bhun alt 59(1) d'Acht na mBóithre 1993 (arna leasú) agus Fho-dhlí 5 de na Fho-dhlíthe don M50 (idir Acomhail 6 agus 7) (na "**Fodhlíthe M50**")<br><br>Conradh (i ndáil le custaiméirí cláraithe eFlow) |
| **SEIRBHÍSÍ A SHEACHFHOINSIÚ CHUIG SOLÁTHRAITHE SEIRBHÍSE TRÍÚ PÁIRTÍ** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa<br><br>Sonraí cumarsáide | Leas an Phobail/Údarás Oifigiúil, de bhun alt 63 d'Acht na mBóithre 1993 (arna leasú) |
| **FREAGAIRT A THABHAIRT AR CHEISTEANNA AGUS GEARÁIN AGUS ACHOMHAIRC I GCOINNE LITREACHA PIONÓIS** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe | Conradh (i ndáil le custaiméirí cláraithe eFlow)<br><br>Leas an Phobail/Údarás Oifigiúil, de bhun Acht na mBóithre 1993 (arna leasú) |

| | | |
|---|---|---|
| | Sonraí cuntais rochtain thapa<br><br>Sonraí cumarsáide | |
| **IMEACHTAÍ (SIBHIALTA AGUS COIRIÚLA) A THIONSCNAMH MAIDIR LE DOLAÍ NEAMHÍOCTHA** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa<br><br>Sonraí cumarsáide<br><br>Sonraí íocaíochta | Leas an Phobail/Údarás Oifigiúil de bhun ailt 59(1) agus 81(3)(b) d'Acht na mBóithre 1993 (arna leasú) |
| **CHUN CLOÍ LE HOIBLEAGÁIDÍ REACHTÚLA EILE BIÉ** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa | Oibleagáidí Dlíthiúla faoi Chuid V d'Acht na mBóithre 1993 (arna leasú) agus faoi Fho-Dhlíthe an M50 |

| | | |
|---|---|---|
| | Sonraí cumarsáide<br><br>Sonraí íocaíochta | |
| **I GCÁS INA BHFUIL TÚ CLÁRAITHE MAR CHUSTAIMÉIR EFLOW, CHUN DO CHUNTAS A RIARADH AGUS A CHOTHABHÁIL** | Sonraí cuntais chláraithe | Conradh |
| **I GCÁS INA BHFUIL TÚ CLÁRAITHE MAR CHUSTAIMÉIR EFLOW, CHUN LIGEAN DUIT TÁILLÍ NEAMHÍOCTHA BHÓTHAR DOLA AN M50 A BHOGADH CHUIG DO CHUNTAS (BAINEANN SÉ SEO LE TÁILLÍ A THABHAÍTEAR NUAIR A BHÍ TÚ FÉIN NÓ TRÍÚ PÁIRTÍ A BHFUIL A FHEITHICIL Á CUR AGAT LE DO CHUNTAS CLÁRAITHE INA GCUSTAIMÉIRÍ NEAMHCHLÁRAITHE)** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe | Leas an Phobail/Údarás Oifigiúil, de bhun alt 59(1) d'Acht na mBóithre 1993 (arna leasú) agus Fho-dhlí 5 de na Fho-dhlíthe don M50 (idir Acomhail 6 agus 7) (na "Fodhlíthe M50")<br><br>Toiliú |
| **MÁS SEALBHÓIR CUNTAIS ROCHTANA THAPA THÚ AR AN AIP EFLOW: MY TOLLS, CHUN DO CHUNTAS A RIARADH AGUS A CHOTHABHÁIL** | Sonraí cuntais rochtain thapa | Leas an Phobail/Údarás Oifigiúil, de bhun Acht na mBóithre 1993 (arna leasú)<br><br>Conradh |
| **I GCÁS INA BHFUIL TÚ I DO CHUSTAIMÉIR EFLOW NEAMHCHLÁRAITHE, CHUN SONRAÍ IARMHÉIDE AGUS FAISNÉIS GHAOLMHAR FAOI PHASÁISTÍ A SHOLÁTHAR DUIT** | Sonraí cuntais neamhchláraithe | Leas an Phobail/Údarás Oifigiúil, de bhun Acht na mBóithre 1993 (arna leasú) |
| **I GCÁS NACH CUSTAIMÉIR EFLOW CLÁRAITHE THÚ, UIMHIR PIN A SHOLÁTHAR DUIT MÁ IARRANN TÚ É** | Sonraí cuntais neamhchláraithe | Leas an Phobail/Údarás Oifigiúil, de bhun Acht na mBóithre 1993 (arna leasú) |

| | | |
|---|---|---|
| **CHUN FÓGRAÍ A CHUR AR FÁIL DUIT TRÍ DO MHODH CUMARSÁIDE IS FEARR LEAT** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa | Toiliú (i ndáil le custaiméirí eFlow neamhchláraithe agus sealbhóirí cuntas tapa)<br><br>Conradh (i ndáil le custaiméirí cláraithe eFlow) |
| **CHUN A CHINNEADH AN BHFUIL DO FHEITHICIL DÍOLMHAITHE Ó THÁILLÍ DOLA AN M50** | Sonraí feithicle díolmhaithe | Leas an Phobail/Údarás Oifigiúil, de bhun alt 62 d'Acht na mBóithre 1993 (arna leasú) agus Fho-dhlí 12 de Fho-dhlíthe an M50 |
| **SUIRBHÉANNA SÁSTACHTA CUSTAIMÉIRÍ A DHÉANAMH** | Sonraí cuntais chláraithe<br><br>Sonraí cuntais neamhchláraithe<br><br>Sonraí cuntais rochtain thapa | Leas an Phobail/Údarás Oifigiúil, de bhun Acht na mBóithre 1993 (arna leasú)<br><br>Leasanna Dlisteanacha – tá leas dlisteanach ag eFlow maidir le tabhairt faoi shuirbhéanna ar shásamh custaiméirí d'fhonn monatóireacht a dhéanamh ar éifeachtacht na seirbhíse tacaíochta do chustaiméirí eFlow agus seirbhísí a fheabhsú.<br><br>– is rud go hiomlán deonach é suirbhéanna a chomhlánú |

Is é an bunús dlíthiúil ar a mbailímid, a phróiseálaimid agus a n-aistreoimid catagóirí speisialta sonraí a bhaineann leat (m.sh. sonraí a bhaineann le sláinte) ar an mbealach a thuairiscítear thuas ná Leas an Phobail agus Toiliú (go sonrach, do thoiliú sainráite leis an bpróiseáil sin).

Is é an bunús dlíthiúil le do shonraí pearsanta a phróiseáil chun críocha imeachtaí coiriúla ná comhlíonadh a fheidhmeanna reachtúla ag BIÉ maidir le cionta coiriúla a chosc, a imscrúdú, a bhrath nó a ionchúiseamh nó pionóis choiriúla a fhorghníomhú i ndáil le dolaí neamhíoctha.

## Aistrithe Thar Lear

I dtaca leis an méid thuas, féadfaidh eFlow do shonraí pearsanta a aistriú lasmuigh den Limistéar Eorpach Eacnamaíoch chuig soláthraithe seirbhíse san India, sa Nua-Shéalainn, san Airgintín, sa Ríocht Aontaithe agus i Stáit Aontaithe Mheiriceá. I gcúinsí den sórt sin, cinntíonn eFlow go bhfuil bearta iomchuí i bhfeidhm chun a chuid oibleagáidí faoin dlí is infheidhme lena rialaítear aistrithe den sórt sin a chomhlíonadh.

Tá an chumhacht ag an gCoimisiún Eorpach a chinneadh, ar bhonn Airteagal 45 de Rialachán (AE) 2016/679 (an RGCS), an dtugann tír lasmuigh den AE leibhéal leordhóthanach cosanta sonraí. Maidir leis seo, braitheann eFlow ar na cinntí leordhóthanachta i leith aistrithe chuig InnoCraft Ltd. sa Nua-Shéalainn, W5 Marketing Intelligence Ltd. agus Euro Parking Collection plc (EPC) sa Ríocht Aontaithe agus chuig Kapsch Trafficom Argentina SA san Airgintín (féach tuilleadh sonraí thíos).

Déantar aistrithe chuig MOJO Web Solutions LLC sna Stáit Aontaithe agus VPTI Solutions Private Limited san India ar bhonn conarthaí lena rialaítear aistrithe den sórt sin ina bhfuil 'clásail chonarthacha caighdeánacha' arna gceadú ag an gCoimisiún Eorpach.

Tá tuilleadh sonraí faoi na bearta atá déanta ag eFlow ina leith seo ar fáil ó Oifigeach Cosanta Sonraí eFlow, ag baint úsáide as na sonraí teagmhála atá léirithe thíos.

## Faighteoirí Sonraí

I ndáil le eFlow, is iad seo a leanas príomhfhaighteoirí sonraí pearsanta arna bpróiseáil ag BIÉ:

| ***FAIGHTEOIR SONRAÍ PEARSANTA*** | ***CUSPÓIRÍ NA PRÓISEÁLA*** |
|---|---|
| **TURAS MOBILITY SERVICES LTD.** | Chun eFlow a oibriú agus a bhainistiú |
| **ABTRAN UNLIMITED COMPANY** | Fochóras bealaí custaiméirí a óstáil agus a oibriú |
| **PIERSE FITZGIBBON SOLICITORS LLP** | Seirbhísí forfheidhmithe a sholáthar le haghaidh dolaí neamhíoctha ag feithiclí intíre |
| **EURO PARKING COLLECTION PLC** | Soláthar seirbhísí bailiúcháin agus forfheidhmithe le haghaidh dolaí neamhíoctha a thabhaítear ag feithiclí atá cláraithe thar lear |
| **VPTI SOLUTIONS PRIVATE LIMITED** | Seirbhísí tacaíochta i ndáil le hoibriú eFlow |
| **VIAPLUS EUROPE LIMITED** | Seirbhísí tacaíochta i ndáil le hoibriú eFlow |
| **KAPSCH TRAFFICOM ARGENTINA S.A.** | Tacaíocht agus réiteach fadhbanna i ndáil le híomhánna a gabhadh |
| **W5 MARKETING INTELLIGENCE LIMITED** | Stóráil sonraí i ndáil le suirbhéanna custaiméirí |
| **PAYZONE IRELAND LTD** | Soláthar seirbhísí íocaíochta cárta |

| | |
|---|---|
| **INNOCRAFT LTD (MATOMO)** | Seirbhísí anailísíochta sonraí do shuíomh gréasáin eFlow agus eFlow: Aip My Tolls |
| **MOJO WEB SOLUTIONS LLC** | Forbairt, tacaíocht agus cothabháil shuíomh gréasáin eFlow agus aip eFlow: My Tolls |

Féadfaimid aon cheann de do shonraí pearsanta atá mionsonraithe sa chuid "Sonraí Pearsanta arna bPróiseáil ag eFlow" thuas a nochtadh d'eagraíochtaí eile i ndáil leis na críocha thuas, sna himthosca seo a leanas:

- Féadfaimid sonraí pearsanta a roinnt lenár ngníomhairí, conraitheoirí agus soláthraithe seirbhíse (chomh maith le fochonraitheoirí na bpáirtithe sin) a chabhraíonn linn le hoibriú gnéithe dár seirbhísí agus feidhmeanna, amhail ár gconraitheoirí baincéireachta agus priontála/comhfhreagrais poist, údaráis cheadúnaithe feithiclí eachtracha agus gníomhaireachtaí forfheidhmithe dlí.
- I gcás ina gceapfaimid oibreoir nua eFlow, féadfaimid sonraí pearsanta a roinnt leis an oibreoir nua seo chun an t-aistriú rathúil chuig an oibreoir nua a éascú agus chun leanúnachas seirbhíse a chinntiú do chustaiméirí eFlow le linn aon tréimhse aistrithe.
- I gcás ina bhfuil dualgas orainn sonraí pearsanta a nochtadh nó a roinnt chun aon oibleagáid dhlíthiúil a chomhlíonadh, nó chun cearta, maoin nó sábháilteacht eFlow, ár gcustaiméirí, nó daoine eile a chosaint.
- I gcás ina gceanglaítear nó ina gceadaítear faoin dlí é, féadfaimid do shonraí pearsanta a roinnt le húdaráis phoiblí agus comhlachtaí eile, amhail na Gardaí nó údaráis forfheidhmithe dlí eile chun críocha cionta coiriúla a chosc, a imscrúdú, a bhrath nó a ionchúiseamh nó pionóis choiriúla a fhorghníomhú.
- I dtaca le próiseáil idirbhearta dolaí idir-inoibritheacha in Éirinn, féadfaimid do shonraí pearsanta a nochtadh d'oibreoir comhoiriúnach ábhartha.
- Féadfaimid sonraí pasáiste dolaí a roinnt le geallsealbhóirí tábhachtacha, m.sh. an Roinn Iompair, chun críocha taighde agus anailíse staitistiúla.
- Chun críche comórtais a reáchtáil thar ceann BIÉ, féadfaimid d'ainm, do sheoladh ríomhphoist agus na roghanna margaíochta a chuir tú ar fáil dúinn a nochtadh, faoi réir do thoilithe.
- I gcás ina gceadaítear dúinn a mhalairt de réir dlí.

## Coinneáil

Go ginearálta, ní choinneoimid do shonraí pearsanta ach chomh fada agus is gá chun na críche nó na gcríoch ar chucu a fuarthas iad, lena n-áirítear chun críocha aon cheanglais dhlíthiúla, chuntasaíochta nó tuairiscithe a chomhlíonadh. Bíonn na tréimhsí coinneála éagsúil ag brath ar an gcineál catagóirí sonraí pearsanta a choimeádtar.

Chun an tréimhse choinneála chuí le haghaidh sonraí pearsanta a chinneadh, breithnímid méid, cineál agus íogaireacht na sonraí pearsanta, an riosca féideartha díobhála ó úsáid nó nochtadh neamhúdaraithe do shonraí pearsanta, na cuspóirí a bpróiseálaimid do shonraí pearsanta chucu agus cibé an féidir linn na cuspóirí sin a bhaint amach trí mhodhanna eile,

agus na ceanglais dhlíthiúla is infheidhme. Tá tuilleadh eolais shonraigh maidir lenár gcleachtais choinneála i ndáil leis na gníomhaíochtaí próiseála a pléadh thuas ar fáil ón Oifigeach Cosanta Sonraí eFlow, ag baint úsáide as na sonraí teagmhála a léirítear thuas.

## Riachtanas faisnéise áirithe a sholáthar agus iarmhairtí

Níl aon oibleagáid reachtúil ort aon sonraí pearsanta a sholáthar do eFlow. Mar sin féin, tá píosaí áirithe faisnéise ann a chaithfidh tú a sholáthar dúinn chun cuntas eFlow a oscailt nó chun dola nó pionós a íoc (m.sh. d'ainm, do shonraí teagmhála agus sonraí íocaíochta). Mura bhfaighimid an fhaisnéis seo, beidh tionchar aige seo ar ár gcumas (i) d'iarratas a phróiseáil; agus/nó (ii) d'íocaíocht a phróiseáil (rud a d'fhéadfadh imeachtaí forfheidhmithe a bheith mar thoradh air).

## Slándáil d'Fhaisnéise

Coinnítear na sonraí pearsanta a phróiseálaimid ar fhreastalaithe slána atá á n-óstáil ag Turas Mobility Services Ltd. Tá bearta slándála teicniúla agus eagraíochtúla iomchuí glactha ag eFlow chun d'fhaisnéis a chosaint ar rochtain neamhúdaraithe agus ar phróiseáil neamhdhleathach, caillteanas de thaisme, scriosadh nó damáiste. Cinnteoimid freisin go bhfuil sé de dhualgas ar ár ngníomhairí nó ar ár soláthraithe seirbhíse tríú páirtí a phróiseálann do shonraí do shonraí a choinneáil slán sábháilte.

### Do Chearta

Tá na cearta seo a leanas agat, i gcúinsí áirithe, maidir le do shonraí pearsanta:

- **An ceart chun rochtain a fháil ar na sonraí** – Tá sé de cheart agat cóip de na sonraí pearsanta atá againn fút a iarraidh, mar aon le faisnéis eile faoinár bpróiseáil ar na sonraí pearsanta sin.
- **An ceart chun ceartúcháin** – Tá sé de cheart agat a iarraidh go ndéanfar aon sonraí míchruinne atá againn fút a cheartú, nó má tá faisnéis neamhiomlán againn féadfaidh tú a iarraidh orainn an fhaisnéis a nuashonrú sa chaoi is go mbeidh sí iomlán.
- **An ceart chun scriosadh** – Tá sé de cheart agat iarraidh orainn sonraí pearsanta atá againn fút a scriosadh. Uaireanta tugtar an ceart chun dearmad a dhéanamh ort air seo.
- **An ceart chun srian a chur ar phróiseáil** – Tá sé de cheart agat a iarraidh nach ndéanaimid do shonraí pearsanta a phróiseáil a thuilleadh chun críocha áirithe.
- **An ceart agóid a dhéanamh i gcoinne phróiseáil do shonraí pearsanta** – Tá sé de cheart agat agóid a dhéanamh i gcoinne ár bpróiseála ar do shonraí pearsanta chun críocha áirithe.
- **An ceart chun iniomparthacht sonraí** – Tá sé de cheart agat do shonraí pearsanta, a chuir tú ar fáil dúinn, a fháil i bhformáid struchtúrtha atá inléite ag meaisín agus a úsáidtear go coitianta nó a cheangal orainn na sonraí sin a tharchur chuig rialaitheoir eile.

- **An ceart chun do thoiliú a tharraingt siar** – áit a bhfuil ár bpróiseáil ar do shonraí pearsanta bunaithe ar thoiliú a bheith tugtha agat, tá sé de cheart agat do thoiliú leis an bpróiseáil a tharraingt siar tráth ar bith.

Tabhair faoi deara nach cearta absalóideacha iad na cearta seo agus go bhfuil siad faoi réir srianta agus díolúintí áirithe. Mar shampla, ní bheidh feidhm ag an gceart chun sonraí pearsanta a scriosadh i gcás ina bhfuil cúis dhlisteanach againn leanúint de na sonraí sin a choinneáil agus féadfaimid leanúint de do shonraí pearsanta a phróiseáil, in ainneoin agóid uait, i gcás ina bhfuil forais dhlisteanacha láidre againn don phróiseáil a sháraíonn do leasanna, do chearta agus do shaoirsí.

Chun aon cheann de na cearta atá leagtha amach thuas a fheidhmiú, déan teagmháil le hOifigeach Cosanta Sonraí eFlow, ag baint úsáide as na sonraí teagmhála thíos.

## Ceisteanna agus Gearáin

Má tá aon cheist nó gearán agat faoinár n-úsáid de do shonraí pearsanta, déan teagmháil le hOifigeach Cosanta Sonraí eFlow ag baint úsáide as na sonraí teagmhála thíos:

- tríd an bpost: Oifigeach Cosanta Sonraí, Turas Mobility Services Limited, Bloc 8, Ionad Fhearchair, Bealach Charlotte, Baile Átha Cliath, D02 K580
- trí ríomhphost: dataprotection@eflow.ie
- ar an bhfón: 0818 50 10 50 (Idirnáisiúnta: +353 1 4610122)
- trí úsáid a bhaint as an gComhrá Gréasáin leis an bhfoireann eFlow nó as an bhFoirm Fiosrúcháin Ghinearálta ar shuíomh gréasáin eFlow

Nó is féidir teagmháil a dhéanamh le hOifigeach Cosanta Sonraí BIÉ mar seo a leanas:

- tríd an bpost: Oifigeach Cosanta Sonraí, Bonneagar Iompair Éireann, Ionad Gnó Gheata na Páirce, Sráid Gheata na Páirce, Baile Átha Cliath 8, D08 DK10
- ar an bhfón: +353 1 646 3600
- trí ríomhphost: dataprotection@tii.ie

Is féidir tuilleadh eolais faoi chosaint sonraí a fháil ar shuíomh gréasáin an Choimisiúin um Chosaint Sonraí: www.dataprotection.ie

Tá sé de cheart agat freisin gearán a thaisceadh leis an gCoimisiún um Chosaint Sonraí mura bhfuil tú sásta leis an gcaoi ar úsáideadh d'fhaisnéis nó ar chomhlíonamar do chearta. Is féidir sonraí faoi conas gearán a thaisceadh a fháil ar shuíomh gréasáin an Choimisiúin um Chosaint Sonraí.

## Nuashonraithe

Féadfaimid an Fógra Cosanta Sonraí seo a leasú ó am go ham. Aon athruithe ábhartha a dhéanaimid ar an bhFógra Cosanta Sonraí seo amach anseo, cuirfear ar ár suíomh gréasáin

iad (www.eflow.ie). Nuashonraíodh an Fógra Cosanta Sonraí seo go deireanach ar an 01 Bealtaine 2026.