



Who we are

Registered Gas Installers Ireland (RGII) is a statutory regulatory scheme for gas installers and regulated gas works. It provides assurance that gas installers are qualified and competent in working with gas safely, and that the regulated works they have completed have been done in accordance with relevant Irish standards.

RGI is operated by the Registered Gas Installers of Ireland (RGII), a member association, on behalf of the Commission for Regulation of Utilities (CRU), a public body.

How to contact us?

You can contact RGII at:

Unit 9 KCR Industrial Estate,
Ravensdale Park, Kimmage, Dublin 12,
D12 E958

Phone : **(01) 499 7998**
Fax : **(01) 492 9983**
Web : <https://www.rgii.ie>

What rights do you have?

You have the right to access the personal data we hold on you. You can request, free of charge, a copy of all personal data we hold on you by writing to us at our address above. We will provide you with a written summary or copy of all personal data we hold on you within 30 days.

If we restrict your access to personal data related to you, we will explain the reason (e.g. provided in confidence, subject to legal privilege) why we are restricting your access.

You have the right to rectify incorrect information. If the personal data we hold on you is incorrect, provide us with correct information, and we will update our records.

You can request that we delete personal data related to you that is no longer necessary for gas safety. If it is no longer relevant, or we are not required by law to retain it, we will delete the personal data you request.

Classes of personal data

- Section A: Gas Installers
- Section B: Members of the public
- Section C: Employees and job applicants
- Section D: Organisations we work with

Other personal data

- Section E: CCTV
- Section F: Voice recordings



A: Gas Installers

Gas Installers are required by law to register with the Gas Safety Supervisory Body and failure to register with the Gas Safety Supervisory Body prevents a gas installer from performing gas works.

Our reason for holding your personal data

Your contact details, insurance coverage, qualifications, history of complaints, investigations and audits are held on a statutory basis specified by the provisions of the Gas Safety Supervisory Criteria Document issued by CRU under the [Electricity Regulation Act 1999 Section 9F, 5b \(x\)](#).

Who we get your personal data from?

You, or your employer, provides your personal data to us.

If a complaint is made about any regulated works you have performed, the complainant will provide us with information to identify you.

We receive current registration details and any history (including complaints, investigations or audits) from other Gas Safety Supervisory Bodies when you transfer registration to us from a different Gas Safety Supervisory Body.

We may make enquiries of others to verify application details, for example to verify any training you claim to have completed.

Who we provide your personal data to?

We publish details of your current registration with us to a publicly accessible register which can be inspected online or in paper form by any member of the public.

We provide details of your current registration and any history (including complaints, investigations and audits) to CRU on request to provide assurance to CRU that the registration scheme is operating within the terms of the Gas Safety Supervisory Criteria Document.

We will transfer your current registration and any history to another Gas Safety Supervisory Body when you transfer registration to a different Gas Safety Supervisory Body.

We publish Notifications of Hazard/ Non Conformance and Emergency Works to gas supply networks and licensed Distribution Supply Operators.

We will not disclose your personal data to anyone else without your consent, unless required to do so by law or court order.

How we use your personal data?

We publish a publicly accessible register of currently registered gas installers to enable members of the public verify that a gas installer is qualified, competent and insured to undertake gas works. This register can be inspected online, and in our offices.

We use your contact details to raise awareness of industry safety campaigns, to contact you in relation to your membership, to investigate complaints made about gas works you have performed.

We use your financial details to collect your annual subscription to be a member of the RGII scheme, to charge you for the purchase of Completion Certificates or for any other services we provide.



How long do we hold your personal data for?

If you transfer your registration to another approved Gas Safety Supervisory Body, we will transfer all personal data to your new registrar and delete all personal data once the other Gas Safety Supervisory Body confirms your registration. You may not transfer registration to another Gas Safety Supply Body while an investigation is ongoing.

If we are the final Gas Safety Supervisory Body you are registered with, we will generally retain your personal data for a period of 6 years from the anniversary you cease to be registered with us. In the case of a dispute or investigation ongoing at the time you cease to be registered with us, we will retain your personal data for a period of 6 years from the finalisation of the dispute or investigation including all appeals or judicial reviews.

B: Members of the public

If you contract one of our members to perform gas works they will issue a completion certificate to you and provide us with a copy of that certificate. The certificate includes your gas meter number (GPRN), your address, and your name.

If you make a complaint to us about one of our members in relation to gas works we will record your name, contact details and the substance of your complaint for us to investigate and decide on your complaint.

If a gas hazard or safety issue is identified at your premises, the gas installer will issue a Notification of Hazard / Non Conformance to you and provide us with a copy of the Notification of Hazard / Non Conformance including your contact details so we can ensure the hazard has been safely dealt with.

Our reason for holding your personal data

Your contact details are included on the Completion Certificate in accordance with Gas Safety Supervisory Criteria Document issued by CRU to fulfil the requirements of the [Electricity Regulation Act 1999 Section 9F, 17\(b\)](#).

We retain contact information in relation to potential gas hazards to facilitate inspection that the hazard has been safely dealt with as required by the [Electricity Regulation Act 1999 Section 9F, 20 \(b\)](#).

We retain contact information for complaints by consent of the complainant. If the complainant does not wish to provide contact details, we are unable to progress their complaint. Where a complainant consents but then wishes to withdraw consent, we will abandon the complaint unless doing so interferes with the contractor's fundamental right to defend their good name or where the complaint causes a potential gas hazard to be identified.

Who we get your personal data from?

From a gas installer, who is a member of RGII, that you have employed to do gas works.

From you, if you contact us with a query about RGII, or you make a complaint about the quality of a gas work, performed by a member of RGII



Who we provide your personal data to?

If you make a complaint, we will normally disclose your identity to the person you are making the complaint against. This is to ensure fairness in the process.

If a serious gas hazard is identified, for your safety and the safety of other members of the public, we will use your gas meter number to identify your premises to your gas supplier to isolate supply to your premises until the hazard has been safely dealt with. We will also provide your contact details to the supplier so as they can contact you to try and minimise the disruption of supply being isolated.

We will not disclose your personal data to anyone else without your consent, unless required to do so by law or court order.

How do we use your personal data?

We will use your contact details to organise an inspection of gas works carried out, to inform you of any steps you need to take to make your gas installation safe, or to update you on the progress of your complaint.

We do not use your personal data for any other purpose.

How long do we hold your personal data for?

We will hold your personal data on completion certificates for a period of 7 years after we receive the certificate.

Where a complaint is made, we retain your contact information for a period of 6 years after the complaint is finalised including any appeals or judicial reviews.

Where a Notification of Hazard / Non Conformance has been issued, we retain your contact information for a period of 10 years after the potential hazard has been remediated.

C: Employees and job applicants

If you are an employee we will hold your contact information, your previous employment history, information about your qualifications and professional memberships, your financial details, your tax details, any leave you have taken, your medical history as it relates to your employment with us, and performance evaluation records.

Our reason for holding your personal data

We hold your contact details and professional history including qualifications, memberships and performance reviews under your employment contract.

We hold information on your leave and medical history as it relates to your employment to satisfy statutory obligations we have as an employer under the Health and Safety Acts and Organisation of Working Time Acts.

We hold your tax details to satisfy statutory obligations we have as your employer under the Social Welfare Acts and Finance Acts.



Who we get your personal data from?

From you, when you apply for a role with us.

With your consent, from your previous employers when we perform a reference and background check to validate your previous employment history.

With your consent, from educational bodies you have attended or professional bodies you are a member of to validate any educational or membership claims.

Who we provide your personal data to?

We provide a summary of your personal data to the CRU to enable them to audit that as an organisation our staff are competent and capable in the areas they are employed.

We provide statutory returns to the Revenue Commissioners detailing your gross pay and statutory deductions for tax and social insurance.

Under your written instructions, we will make payments and provide data about those payments to insurance and pension providers.

How do we use your personal data?

We evaluate performance reviews to ensure that staff are competent and capable to perform the duties assigned. Where performance is insufficient, we will review the performance with the employee and create a targeted plan to improve performance.

How long do we hold your personal data for?

If you apply for a role with us, and are unsuccessful, we will hold your application, and any evaluation of you that we have made, for a period of 6 months until after the role has been filled.

If you have been employed by us, we will retain copies of your employment history and performance evaluations for a period of 6 years after you cease to be employed by us.

There are specific statutory requirements governing the length of time leave records, accident reports, Health and Safety Assessments are retained for. The full list of these time frames is in our Data Protection Policy.

D: Organisations we work with

If you work with an organisation that provides services or goods to us, we may hold your professional contact details – name, job title, email address, phone numbers; for us to deal with your organisation effectively.

Who we get your personal data from?

From you, or your organisation.



Our reason for holding your personal data

We hold this information in facilitate entering into a contract with your organisation or to facilitate the performance of our contract with your organisation.

Who we provide your personal data to?

We will not pass on your personal data to any other body without your consent.

How do we use your personal data?

We will use your personal data to contact you in relation to the contract between our organisations.

How long do we hold your personal data for?

We will retain your information for a period of 6 years after our contract has expired.

E: CCTV

For the safety of our staff and the security of our premises we capture Closed Circuit TV images of our premises. This data is retained on a rolling 28-day period and is only available for review by members of the management team.

If a safety or security incident occurs, the management team will review the recording for the relevant time and may share the recording with the Gardai, the Health and Safety Authority, or our insurance company.

F: Voice recordings

All voice calls to RGII are recorded, retained on a rolling 28-day period, and are only available for review by members of the management team.

Voice recordings are used to substantiate and document complaints and to identify ways for RGII to improve the quality of the service it provides to registered gas installers and members of the public.