



Registered Gas Installers of Ireland (RGII)

Privacy Statement

Version	Author	Approved By	Date
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This privacy notice is to inform you what to expect us to do with your personal information.

This document is expressly provided to and solely for the use of RGII and must not be quoted from, referred to, used by or distributed to any other party without the prior consent .

Contents

<u>Privacy Statement</u>	3
<u>Who we are</u>	3
<u>Why we collect your information.</u>	3
<u>The information we process.</u>	4
<u>Who we get your personal data from?</u>	6
<u>Our reason for holding your personal data</u>	7
<u>How we use your personal data?</u>	7
<u>How long do we hold your personal data for?</u>	9
<u>Third Party Service Providers.</u>	10
<u>Who we provide your personal data to?</u>	10
<u>Processing your information outside the EEA.</u>	11
<u>What rights do you have?</u>	12

Privacy Statement

Who we are

The RGI Scheme is a statutory regulatory scheme for Registered Gas Installers and regulated gas works. It provides assurance, through its national safety supervisory function, that Registered 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 National Safety standards.

RGI Scheme is operated by the Register of Registered Gas Installers of Ireland, Company Limited by Guarantee (RGII CLG), the designated Gas Safety Supervisory Body (GSSB), appointed by the Commission for Regulation of Utilities (CRU), a public body.

You can contact the Gas Safety Supervisory Body / RGII at: Unit 9 KCR Industrial Estate, Ravensdale Park, Kimmage, Dublin 12, D12 E958 Phone : (01) 492 9966 Fax : (01) 492 9983 Web : <https://www.rgii.ie>, RGII Info info@rgii.ie and for Data protection issues and SARs dpo@rgii.ie

Why we collect your information.

In order to carry out its functions, RGII CLG needs to collect and use personal information about individuals who come into contact with us. We collect data to ensure compliance with the scheme.

Data of valid currently Registered Gas Installers is published on our website updated regularly.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

Complaint resolution and as part of disciplinary hearings.

Information requests or queries;

Safety-related complaints received in relation to 'gas works'¹;

Gas Safety Supervisory Body (ESSB) activities, information queries and inspection of Registered Registered Gas Installers (RGIs). Protected disclosures to the CRU or RGII.

¹ [S.I. No. 299/2011 - Electricity Regulation Act 1999 \(Liquefied Petroleum Gas Works\) Regulations 2011.](#)
[S.I. No. 225/2009 - Electricity Regulation Act 1999 \(Gas Works\) Regulations 2009](#)

The information is collected when you contact us with a query or request, through forms you complete, when you give us information verbally or in writing or when you visit the CRU offices.

We also receive personal information indirectly. This information is usually received from the entities that we regulate and may happen in the following scenarios:

Gas Safety Supervisory Body (RGI Scheme) activities. This includes applications, management of registration, certificates of completion, notices of Potential Hazard, Emergency notices, audit and inspection of RGIs complaints, investigations, changes of installer, disciplinary proceedings and information queries from the public;

or

An employee of ours gives your contact details as an emergency contact or referee.

The information we process.

Classes of personal data

Identity: name, surname, image, title, voice and other identifying information. Details left in voice recordings and submitted either through paper or web-based forms.

Contact information: addresses, email addresses, phone number.

Authorised representatives: details of nominees, employees, sub-contractors and other representatives.

Reference Numbers including GPRN, Eircode.

Transaction information including VAT details, Bank details, Credit Card details, PIN and other information required to complete transactions.

Insurance details including completed RGII insurance requirements (R44 form), insurance number, dates, broker and insurance provider.

Qualifications including educational certificates and documents relating to educational and employment background, professional qualifications, skills and training undertaken and previous employment details, membership of professional organisations Including proof of eligibility to work in Ireland.

Medical information as is necessary or provided by you as and for the purposes so provided.

Personal information for employment purposes and deduction of tax including where relevant PPS number, former employers and referee contact details.

Any documentary proof of identification used to verify identity as part of a SAR where used in that limited context.

Information required for or arising from the investigation of a complaint hazard or other safety incident.

Website information collection location, time, date and details of your visit to our website (as anonymous statistics)

Any information gathered as part of a survey given freely by you to us as part of that process.

Voice recordings and information provided by you for a restricted length of time to enable clarification of interaction.

CCTV footage for the purposes as displayed on signage.

Details of registration, Registered Gas Installers are required by law to register with the Gas Safety Supervisory Body and failure to register with the GSSB prevents a gas installer from performing gas works.

COVID 19. Prior to site visits, RECI or its` Agents may call the Applicant or their Representative to assess the following:

- Are they willing to have a site visit take place
- Assess risk associated with occupants* and the property/premises.
- Assess if any occupant(s) have come in contact with a confirmed case of COVID19 within the last 14 days,
- are experiencing symptoms of COVID 19.
- Been advised by a doctor to self-isolate/ cocoon at this time/have the virus .
- If they have/ are awaiting results for Covid19.
- If any occupant(s) returned to the Island of Ireland from a country not on the Government's green list of countries within the last 14 days.

Information Processed

- Name and contact details
- Application details
- Information relating to age
- Information relating to health
- Covid-19 assessment Information

(*We may deem it necessary to postpone a site visit to a later date if any occupant is in the "high risk group" or "very high risk" category (as defined by the HSE)

<https://www2.hse.ie/conditions/coronavirus/people-at-higher-risk.html#very-high-risk>

<https://www2.hse.ie/conditions/coronavirus/symptoms.html>

<https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/self-isolation.html>

Who we get your personal data from?

You, or your employer, provides your personal data to us. If a complaint is made about any gas works you have performed, the complainant will provide us with information to identify you.

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

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 gas work, performed by a member of RGII or from you in any other context including but not limited to application for registration, making a SAR or application for membership of the scheme or for the purpose of seeking employment.

We also get personal data 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.

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 Energy Act 1999 Section 9D, 5b (x).

Your contact details are included on the Completion Certificate in accordance with The Regulation of Gas Installers with respect to safety Criteria Document issued by CRU.

We retain contact information in relation to potential gas hazards or non-conformances, in order to instruct you to have these issues rectified by a Registered Gas Installer. 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 installer's fundamental right to defend their good name or where the complaint causes a potential gas hazard to be identified.

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

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 may use your data to contact you regarding processing of applications, suspensions, revocations, inspections, installations, grant applications, investigations, renewals, annual subscriptions, appeals, to raise awareness of issues, complaints, hazards or other incidents or to notify regarding AGM or roadshows or for other notifications regarding publications.

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

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

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 will use your personal information to process queries, complaints, notice of potential hazard, application for registration, notification of safety issues, suspensions, revocations, renewals of membership, completion of SARs, application for employment, employment, publication of lists of registered gas installers and for purposes which are requirements of the scheme and or are in line with the purpose for which you have disclosed the information to us.

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 potential hazard notice has been issued, we retain your contact information for a period of 10 years after the potential hazard has been notified to us.

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 point reference number (GPRN), your address, and your name.

If you make a complaint to us about one of our members in relation to a 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 potential gas hazard is identified at your premises, the Registered Gas Installer will issue a notice of potential hazard notice to you and provide us with a copy of the hazard notice including your contact details so we can ensure the hazard has been safely dealt with.

In certain circumstances it may be necessary to protect your or the greater public's vital interest or to comply with investigations for law enforcement purposes or to comply with legal obligations it may be necessary to process or disclose your data under certain circumstances.

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.

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.

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.

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.

In case of a Covid issue arising, we will contact the person as nominated and provided by you and will according to any legal requirement comply with Government mandated reporting if applicable.

With regard to employment we may contact referees as supplied by you.

How long do we hold your personal data for?

We will keep your personal data for as long as it is necessary to fulfil the purposes for which it was collected and in accordance with our legal and regulatory obligations. The length of time we hold your personal data depends on a number of factors such as, the type of data, whether there is a legal obligation to hold the data for a specified period, whether there is a public interest to hold the data or where there is a process or legal obligation to retain or continue to process the data.

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.

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.

Voice recordings. All voice calls to RGII office numbers 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.

If you transfer your registration to another approved Gas Safety Supervisory Body, we will transfer all personal data to your new registrar of the other Gas Safety Supervisory Body to confirm your registration. We will delete all personal data in line with our data

retention requirements and restrict processing other than that required by law or the completion of, complaints audits or other not completed issues.

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.

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.

Third Party Service Providers.

We use data processors who are third parties who provide services for us. We have contracts in place with our data processors. This means that they can not do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us unless instructed to do so. They will act as data processors only for the term of our agreement with them.

Website Analytics, we use third-party service, Google Analytics to collect standard statistical information and details of visitor behaviour patterns. We do this to find out such things as the number of visitors to the various parts of the site. This information is only processed in a way that does not directly identify anyone.

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

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 Point Reference 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 being isolated from supply.

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

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

In certain circumstances, we may share and or are obliged to share your Data with third party statutory or regulatory bodies in accordance with Data Protection Legislation. It may be necessary to process personal data in order to protect your vital interest or the vital interest of another third party or the general public.

These may include the courts and those appointed by the courts, government, statutory and regulatory bodies including the CRU.

Processing your information outside the EEA.

Your information is stored on secure systems within and under the control of RGII CLG and processed by agreed contracted service providers and staff. We may transfer or allow the transfer of information about you to a service provider outside the EEA, but only if required and in very limited and under strict provisions to those who agree to act solely

and on our instructions and protect your information to the same standard that applies in the EEA.

What rights do you have?

Under GDPR you have the right to access, rectification, erasure, restriction of processing and the right to data portability and the right to not be subject to a decision based solely on automated decision making. Rights under GDPR are not absolute and may be overridden by other laws such as security of the state and other legal obligations including public safety.

Under GDPR 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. Requests may be submitted on the form provided on our website, in writing, on the phone or in person. We may require proof of identity and proof that the data requested applies to you as an individual or in the case when you are acting on behalf of a 3rd party proof of your having their authorisation to act on their behalf. We will provide you with a written summary or copy of all personal data we hold on you within 30 days. Please note the rights under GDPR apply to your own personal data and not that of others unless you are legally nominated and authorised to act on another individual's behalf. Your request may not affect the rights and freedoms of others. Your request may be subject to certain exemptions, e.g. legal, professional privilege.

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. You have the right to request restriction of processing of your personal data but this will only apply insofar as it does not or would not impede the requirements to process the scheme or other lawful requirement that require the processing of your data. The right to have personal data erased may not apply where there is a requirement to comply with a legal requirement such as in exercising or defending legal claims or where retention periods apply as set out by law. You have the right to withdraw consent to any processing of your personal data where consent was the basis for such processing.

You have the right to complain to the Data Protection Commission or another supervisory authority.