

Data Protection Notice

General Data Protection information applicable to all Department of Agriculture, Food, and the Marine (DAFM) customers is available here:

<https://www.gov.ie/en/organisation-information/ef9f6-data-protection/>

Information specific to the personal data being collected:

The following is specific in relation to the personal data processed for the Brexit Call Helpline.

1. Specified purpose:

Since 1 January 2021, things have changed for our agri-food industry, particularly for importers and exporters of agri-food products. The United Kingdom left the EU, in what is known as Brexit on January 1, 2021. As the UK is no longer in the EU Customs Union or Single Market, it now sets the import requirements for products into Great Britain.

The purpose of the Brexit Call Centre Helpline, established in 2019 is to address queries relating to trade with the United Kingdom. Companies submit queries by phone or email to the Brexit Call Centre Helpline relating to Sanitary & Phytosanitary trade regulations and other import / export queries. Certain information, for example the email address/ phone number / import number provided by the company or individual as part of their query may be personal if it identifies the individual submitting the query. Any personal data provided by a company or individual is necessary so the Brexit Unit can answer and respond to specific queries regarding their trade with the UK. If the customer chooses to not provide certain non-personal information e.g., ingredient lists., it is possible that Brexit Call will not be able to address their query.

2. Legal basis:

The Brexit Call Centre Helpline, operated by DAFM, processes data pursuant to Article 6 (a) of the General Data Protection Regulation (GDPR) (EU) 2016/679.

3. Recipients:

Internal Divisions in Department of Agriculture, Food, and the Marine (DAFM) to assist with answering queries.

4. Transferred outside the EU:

Yes. If queries are sent to the Brexit Call Helpline from a company based in the United Kingdom, the reply will issue from the Brexit Call Helpline to that same company in the United Kingdom. The information transferred will only relate to the enquiring company.

5. Retention Period:

The data collected for this purpose will be held by the Department only as long as there is a business need to do so in line with the purpose(s) for which it was collected. After this time, it will be marked

for destruction and will be destroyed in line with internal guidelines or guidelines for destruction received from the National Archives Office or associated permissions received from them.

Retention period is for a minimum period of 2 years and a maximum period of 3 years.

6. Data provision being statutory or contractual obligation:

The purpose of the Brexit Call Centre Helpline is to address queries relating to trade with the United Kingdom. Companies submit queries via email or by the phone in relation to UK trade requirements. Any personal data provided by a company or individual is necessary so the Brexit Unit can answer and respond to specific queries regarding their trade with the UK. If the customer chooses to not provide certain non-personal information e.g., ingredient lists., it is possible that Brexit Call will not be able to address their query.

7. Automated Decision Making:

No

8. Information from Third Party:

No

9. Technical information on data collected:

Technical information on the cookies used on the Gov.ie website is available at the following link: <https://www.gov.ie/en/help/privacy-policy/?section=cookies>