

Dublin Tunnel and Motorway Operations Control Centre Data Protection Notice

Introduction

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.

TII is the controller of certain personal data that is collected and processed when you use the national road network and the Dublin Tunnel.

TII has appointed Egis Road and Tunnel Operation Ireland Limited (“**ERTO**”) to provide services in relation to the operation of the Dublin Tunnel, including toll collection services on behalf of TII, and the operation of a Motorway Operations Control Centre. The Motorway Operations Control Centre is located in the Dublin Tunnel Control Building and it manages the network and coordinates traffic control. ERTO’s contact details are set out below.

As ERTO operates Dublin Tunnel and the Motorway Operations Control Centre on behalf of TII, it generally acts as a processor of personal data that is collected and processed in connection with your use of the national road network and Dublin Tunnel. This means that TII is still responsible for the processing of your personal data. However, there are limited circumstances where TII and ERTO act as joint controllers of your personal data, or where ERTO acts as a separate and independent controller of your personal data. This notice makes clear where ERTO acts as a joint controller with TII, or as a separate and independent controller.

Purpose of Notice

The purpose of this notice is to inform you of the personal data relating to you that may be collected and processed when you use the national road network (including when you contact the Motorway Operations Control Centre) and Dublin Tunnel.

TII and ERTO fully respect your right to privacy and are committed to protecting your personal data. Any personal data that is processed is processed in accordance with applicable data protection law.

Information in relation to the processing of your personal data when you access the website dublintunnel.ie is separately available on the Dublin Tunnel Website Privacy Notice (<https://dublintunnel.ie/privacy-notice/>).

Personal Data Processed by ERTO on behalf of TII

The processing of personal data is required in order to operate the national road network and Dublin Tunnel. ERTO may collect and process some or all of the following personal data in relation to you on behalf of TII:

Personal data category	Description
Licence Plate Numbers (“ LPN ”)	• LPN
Vehicle Classification	• Tollable status (exempt, tollable, toll rate) • Details of tolling tag associated with vehicle
Dangerous Goods Identification Plates	• Kemler code plates
Abnormal Load Requests	• Haulier details including vehicle length, width, height, weight and load type • Transportation date, time and route
Passage Metadata	• Date and time of passage

	• Toll and payment method • Whether toll is outstanding
Speed Data	• Details of speed violations • Image of vehicles captured violating speed limit • It is possible that the images of the vehicle taken at the applicable approved monitoring points may contain further personal data, due to additional markings that may be on the relevant vehicle (e.g. the name and contact number of an individual may be marked on the outside of a commercial vehicle) or because, depending on the light conditions at the time an image is captured, an image of the driver and/or the front-seat passenger of the vehicle may also be visible.
Image Data	• Images from CCTV • Images from Video Automatic Incident Detection • Images from Vehicle Dashboard Cameras (Dashcams)
Payment Data	• For the purpose of processing payments, we may collect credit card or debit card details • Date and time of payment
Communications Data	• When you contact us by phone or email, we 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.
Incidents/Accidents	• Name • Contact details • Insurance details • Location of incident/accident • Details regarding injuries relevant to incident/accident if applicable
Toll Enforcement for Dublin Tunnel	• Name, contact details • Vehicle details, including date of registration, vehicle make, vehicle colour and motor tax class • Details of enforcement activity
Emergency Roadside Telephones	• Name • Contact details • Call recording • Insurance details • Health data (if applicable)
Customer Surveys	• Name (if provided) • Contact details (if provided)

Personal Data Processed by TII and ERTO as joint controllers

Personal data category	Description
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Damages Claims Related Data	• Name • Contact details • Licence plate number • Insurance details • Details of incident that caused damage
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Sources of Personal Data

Personal data relating to you may be collected directly from you (e.g. when you pay a toll using credit or debit card at Dublin Tunnel or online). As well as collecting information from you directly, information about you and your vehicle may be collected or received 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;
- Automatic Number Plate Recognition (“ANPR”) systems for dangerous goods vehicles and average speed cameras;
- Cameras/CCTV at the Tunnels and on and in the vicinity of the national road network.

Legal Bases

The legal bases on which your personal data is collected, processed and transferred are:

- 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 legitimate interests pursued by the ERTO, 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**”); 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 for TII’s Processing as Controller

ERTO processes personal data on behalf of TII for the following purposes:

Purposes	Categories of personal data	Legal bases
To improve road safety by monitoring road users’ average transit time and to enforce applicable speed limits by detecting speed violations and by providing details of speed violations to An Garda Síochána in relation to Dublin Tunnel and M7 Birdhill	• LPN • Speed Data • Image Data	Public Interest/Official Authority pursuant to section 71(2)(a) of the Data Protection Act 2018, in conjunction with section 81(7) of the Road Traffic Act 2010 (as amended)
To monitor the safety and efficiency on, and	• Image Data • LPN • Incidents/Accidents	Public Interest/Official Authority, pursuant to section 17(1) of the Roads Act 1993 (as amended)

in the vicinity of, the national road network and Dublin Tunnel		Article 9(2)(f) (Establishment, exercise or defence of legal claims), in conjunction with Section 47 of the Data Protection Act 2018 Article 9(2)(g) (Reasons of substantial public interest, on the basis of Irish law, in conjunction with Section 17 of the Roads Act 1993 (as amended)) Section 49(b) of the Data Protection Act 2018 in conjunction with Section 17 of the Roads Act 1993 (as amended))
To monitor incidents such as accidents, slow traffic or animals or pedestrians in the Dublin Tunnel	• LPN • Image Data • Health data in the case of an accident being captured	Public Interest/Official Authority, pursuant to section 17(1) of the Roads Act (as amended), regulation 5(1) of the European Communities (Minimum Safety Requirements for Tunnels in the Trans-European Road Network) Regulations 2006, regulation 13 of the 2006 Bye-Laws for the Dublin Port Tunnel made pursuant to the Roads Act 1993 (as amended); Article 9(2)(g) (Reasons of substantial public interest, on the basis of Irish law, in conjunction with section 17 of the Roads Act (as amended), regulation 5(1) of the European Communities (Minimum Safety Requirements for Tunnels in the Trans-European Road Network) Regulations 2006), regulation 13 of the 2006 Bye-Laws for the Dublin Port Tunnel made pursuant to the Roads Act 1993 (as amended); and Section 49(b) of the Data Protection Act 2018 in conjunction with section 17 of the Roads Act 1993 (as amended), regulation 5(1) of the European Communities (Minimum Safety Requirements for Tunnels in the Trans-European Road Network) Regulations 2006; regulation 13 of the 2006 Bye-Laws for the Dublin Port Tunnel made pursuant to the Roads Act 1993 (as amended).
To monitor vehicles carrying dangerous goods	• LPN • Dangerous Goods Identification Plates	Public Interest/Official Authority, pursuant to the Regulations for the Carriage of Dangerous Goods Through The Dublin Port Tunnel made pursuant to the Bye-Laws for

through the Dublin Tunnel		the Dublin Port Tunnel (which are made pursuant to Section 61 of the Roads Act 1993 (as amended)).
To deal with abnormal load requests in connection with Dublin Tunnel	• LPN • Abnormal Load Requests	Public Interest/Official Authority, pursuant to section 24 of the Bye-Laws for the Dublin Port Tunnel (which are made pursuant to Section 61 of the Roads Act 1993 (as amended)) and section 17(1) of the Roads Act 1993 (as amended)
Testing and, where relevant, implementing new technologies to upgrade the tolling system at Dublin Tunnel, including through the use of automatic number plate recognition systems.	• LPN • Image Data • Passage Metadata	Public Interest/Official Authority pursuant to Section 59(1) and Section 64A(1) of the Roads Act 1993 (as amended)
To ensure that payment is obtained from all road users using Dublin Tunnel in accordance with TII's statutory obligations	• Image Data • Payment Data • LPN • Vehicle Classification • Toll Enforcement for Dublin Tunnel	Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended)
To outsource services to third party service providers	• All data relevant to the outsourced activity (e.g. Communications Data, Incidents/Accidents, Toll Enforcement for Dublin Tunnel, Customer Surveys etc.)	Public Interest/Official Authority, pursuant to section 63 of the Roads Act 1993 (as amended)
To respond to queries and complaints	• Communications Data	Public Interest/ Official Authority, pursuant to Sections 17(1), 17(2), and 19(3) of the Roads Act 1993 (as amended)
To carry out research and statistical analysis, including the aggregation and anonymisation of	• LPN • Passage Metadata • Vehicle Classification	Public Interest/Official Authority pursuant to Section 17(1) and Section 19(1)(f) of the Roads Act 1993 (as amended). Article 89 of the GDPR in conjunction with Section 42 of the Data Protection Act 2018

personal data for these purposes		
To monitor incidents/accidents on, and in the vicinity of, the national road network and the Dublin Tunnel	Incidents/Accidents	Public Interest/Official Authority, pursuant to section 17(1) of the Roads Act 1993 (as amended) Article 9(2)(f) (Establishment, exercise or defence of legal claims), in conjunction with Section 47 of the Data Protection Act 2018 Article 9(2)(g) (Reasons of substantial public interest, on the basis of Irish law, in conjunction with Section 17 of the Roads Act 1993 (as amended)) Section 49(b) of the Data Protection Act 2018 in conjunction with Section 17 of the Roads Act 1993 (as amended))
To monitor the Emergency Roadside Telephones	Emergency Roadside Telephones	Public Interest/Official Authority, pursuant to section 17(1) of the Roads Act 1993 (as amended) Article 9(2)(f) (Establishment, exercise or defence of legal claims), in conjunction with Section 47 of the Data Protection Act 2018 Article 9(2)(g) (Reasons of substantial public interest, on the basis of Irish law, in conjunction with Section 17 of the Roads Act 1993 (as amended)) Section 49(b) of the Data Protection Act 2018 in conjunction with Section 17 of the Roads Act 1993 (as amended))
To undertake Customer Surveys	Customer Survey	Consent
To undertake CRI Alerts	LPN	Vital Interests of the data subject or of another natural person Public interest/official authority, pursuant to section 17(1) of the Roads Act 1993 (as amended)
To produce reports which are used to monitor the use of Dublin Tunnel and the operation of the tolling system	- LPN - Passage Metadata - Vehicle Classification	Public Interest/Official Authority, pursuant to section 59(1) of the Roads Act 1993 (as amended), section 17(1) of the Roads Act 1993 (as amended) and section 19(1)(f) of the Roads Act 1993 (as amended)

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.

Purposes of processing activities and associated legal bases for TII and ERTO's processing of personal data as joint controllers

TII and ERTO jointly process personal data for the following purpose:

Purposes	Categories of personal data	Legal bases
To bring claims for damage to the Dublin Tunnel and associated infrastructure which exceed a specified level	• Damages Claims Related Data • Image Data	TII - Public Interest/Official Authority, pursuant to section 17(1) of the Roads Act 1993 (as amended), regulation 23 of the 2006 Bye-Laws for the Dublin Port Tunnel made pursuant to the Roads Act 1993, and section 13(10)(c) of the Roads Act 1993 ERTO – Legitimate Interests – ERTO's legitimate interests in recovering losses associated with damage to Dublin Tunnel and associated infrastructure

Transfers Abroad

In connection with the above, your personal data may be transferred outside the European Economic Area to service providers in the USA, India, South Africa and/or the United Kingdom. In such circumstances, appropriate measures are put in place to comply with obligations under applicable law governing such transfers:

- Transfer to the United Kingdom are made on the basis of the EU Commission's decision that the United Kingdom's laws in relation to the protection of personal data provide an adequate level of protection.
- Transfers to the USA are made on the basis of contracts governing such transfers that contain 'standard contractual clauses' approved by the European Commission.
- Transfers to the India are made on the basis of contracts governing such transfers that contain 'standard contractual clauses' approved by the European Commission.
- Transfers to the South Africa are made on the basis of contracts governing such transfers that contain 'standard contractual clauses' approved by the European Commission.

Further details of the transfers and the measures that have been taken are available from the ERTO Data Protection Officer, using the contact details indicated below.

Recipients of Data

TII (and ERTO on behalf of TII) may disclose any of your personal data detailed in the *"Purposes of processing activities and associated legal bases for TII's processing as controller"* section above to other organisations in connection with the above purposes, in the following circumstances:

- TII may share personal data with our agents, contractors, emergency services and service providers who assist us with the operation of aspects of our services and functions, such as our payment card processor, banking services, insurance services, legal services, foreign vehicle licensing authorities (where necessary to identify vehicles and the owners of vehicles

in connection with damage caused to property at the Dublin Tunnel), law enforcement agencies and maintenance contractors, for example for our CCTV/ Video Automatic Incident Detection /Dashcams, phone systems, IT and web services.

- Where TII appoints a new operator of the Dublin Tunnel (as successor service provider to ERT0), TII 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.
- Where TII is 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 TII or ERT0, 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.
- Passage metadata may be shared with key stakeholders, e.g. the Department of Transport, for the purposes of research and statistical analysis.
- Where we are otherwise permitted by law.

ERT0 and TII, as joint controllers, may each disclose any of your personal data detailed in the *“Purposes of processing activities and associated legal bases for TII and ERT0’s processing of personal data as joint controllers”* section above to other organisations in connection with the above purposes, in the following circumstances:

- TII and ERT0 may share personal data with our agents, contractors, and service providers who assist us with the operation of aspects of our services and functions, including our legal advisors who may assist us in making a claim for damage to Dublin Tunnel and associated infrastructure.
- Where TII or ERT0 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 TII or ERT0, 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.
- Where we are otherwise permitted by law.

In the following circumstances, ERT0 may process personal data that it collected on behalf of TII for its own purposes as an independent controller:

- For the purposes of management of ERT0 staff, ERT0 may process:
 - CCTV images which capture the Dublin Tunnel (including toll booths) or the motorway network and vicinity, including any incident of an attack on ERT0 staff, and details of transactions processed by a toll booth attendant;
 - CCTV images capturing the Dublin Tunnel (including toll booths) or the motorway network and vicinity; and/or
 - Call recordings on telephone lines operated by ERT0 on behalf of TII.
- For the purposes of pursuing claims up to a specified level against third parties for damage to property as agreed between TII and ERT0, ERT0 may process CCTV images of incidents, vehicle registration, name and contact details.

Please refer to ERT0’s data protection notice for details of its processing of the personal data set out above: <https://dublintunnel.ie/wp-content/uploads/2024/10/ERT0-Dublin-Tunnel-Data-Protection-Notice-.pdf>.

Retention

Generally, your personal data will only be retained 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 TII and ERT0's retention practices in relation to the processing activities discussed above can be requested using the contact details below.

Necessity of provision of certain information and consequences

You are not under a statutory obligation to provide TII or ERT0 with any personal data. However, there are certain pieces of information that you must provide in order to pay a toll by credit or debit card (e.g. your payment details). If you do not provide this information, this will impact our ability to process your payment, and may impact your ability to travel through Dublin Tunnel. If you fail to pay an applicable toll having travelled through Dublin Tunnel, you may be subject to enforcement action.

Security of Your Information

TII and ERT0 have 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:

- *the right to access your personal 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;
- *the right to request the rectification of your personal data* - 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;
- *the right to request the erasure of your personal data* - 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;
- *the right to restrict the use of your personal data* - You have the right to request that we no longer process your personal data for particular purposes;
- *the 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;
- *the right to data portability* - You have the right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another data controller; and

- *the right to withdraw your consent* - where our processing of your personal data is based on you having provided consent, 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 ERTO 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 ERTO Data Protection Officer, using the contact details indicated below. 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](#).

Contacting ERTO

You can contact ERTO in the following ways:

- by post: Data Protection Officer, Egis Road and Tunnel Operation Ireland Ltd, Tunnel Control Building, East Wall Road, Dublin D03 NH33, Ireland
- by using our [contact form](#)
- by email: DPO@erto.ie

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.dublintunnel.ie.

This Data Protection Notice was last updated on 08/09/2025.