



# EIRCODE

## **Code of Practice**

**February 2024**



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## Foreword

### The Code of Practice

This Code of Practice outlines how the National Postcode System, known as 'Eircode', is made available to the Irish public. It outlines how the system, and its agents do this in line with the law, and it identifies your legal rights and entitlements in relation to Eircode. This document also outlines how the Code was created. We hope it answers your questions and that you find it useful.

The National Postcode System was introduced in July 2015 on behalf of the Minister for the Department of Communications, Energy and Natural Resources (now known as the Department of Environment, Climate and Communications). This Department has licensed an Eircode Contractor to manage Eircode Services.

The current Eircode Contractor is Capita Business Support Services, Ireland, Limited (Capita).

### Associated Policies

More information regarding privacy, how data is handled and the licenses we issue can be found in the following documents:

- ◆ the Eircode Contractor's Privacy Statement, published on our website, [eircode.ie](http://eircode.ie)
- ◆ the Eircode Acceptable Use Policy contained in Section 8 of this document.
- ◆ Data Retention Policy, available from the Eircode Contractor on request
- ◆ The Eircode Provider License Agreement, available to Eircode Providers on request.

### Contracts and Agents

The Contractor is authorised by the Minister to issue licences to other organisations to use the Eircode data. These organisations will either be:

- ◆ **Direct End Users** (such as banks, public bodies, and so on) who will use Eircodes alongside their existing data, or
- ◆ **Eircode Providers (EPs)** who will either add information to the Eircode data or offer a service to their customers.

The Contractor is also responsible for managing a public register of EPs, administering its complaints process and monitoring compliance of EPs' services.

The EPs and Direct End Users will be data controllers in their own right. That means that they will be responsible for the lawful processing of the Eircode data along with personal information which they may process on behalf of their end users.

The Eircode database managed by the Contractor does not hold personally identifiable information. The database contains the addresses of about 2.2 million properties throughout the country, alongside their associated Eircode.

However, the services being offered by EPs may involve the processing of personal data. This means that the Contractor will help to make sure that the services offered by the EPs comply with the data protection legislation.

### **Governance and Control of the Eircode Services**

Under the Communications Regulation (Postal Services) (Amendment) Act 2015 (the Postal Services Amendment Act), the Contractor will monitor and audit the activities of EPs. This will help to ensure Eircode related services comply with the Postal Services Regulation and with the Irish Data Protection Acts 1988 and 2003 and the General Data Protection Regulation (GDPR)2018.

This obligation will include seeking evidence from each licensed EP that their services and professional activities comply with the law. This will be achieved through regular audits of the books and records of each EP.

The Licence Agreement issued by the Contractor to each qualifying EP will make it clear that each EP must ensure that its data management activities and services comply with the law. If there is an issue with EPs' licences, the Contractor will have the authority to revoke, suspend or terminate these licences.

## 1 Introduction

Capita, the Eircode Contractor (the Contractor), was appointed by the Minister for Communications, Energy and Natural Resources (now known as the Department of Environment, Climate and Communications) in 2013 to develop and manage the postcode system (Eircode) for Ireland.

To construct the Eircode database, the Contractor used source data supplied by An Post GeoDirectory Limited, which gets information from:

- ◆ Ordnance Survey Ireland
- ◆ The Placenames Branch at the Department of Arts, Heritage, and the Gaeltacht, and
- ◆ The Universal Service Provider for postal services in Ireland, An Post

Addresses used are the 'postal addresses' defined and maintained by An Post.<sup>1</sup>

Based on this source information, the Contractor generated unique seven-digit Eircodes which were assigned and sent to each of the 2.2 million corresponding postal addresses.

This document:

- ◆ explains what an Eircode is and the benefits of using Eircode.
- ◆ explains how Eircodes are generated, assigned, and disseminated.
- ◆ explains the Eircode complaints policy and procedures.
- ◆ explains data protection and privacy policies.
- ◆ Provides a list of useful contacts.

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<sup>1</sup> The term 'Postal Address' always refers to a delivery address as defined by Irish Standard - I.S. EN 1414 2 -1:2 011 (Postal services. Address databases), as operated by the Universal Service Provider, An Post)

## **2 Eircode Overview**

### **2.1 Addresses in Ireland**

In 2014, Ireland had 2.2million postal addresses. They can be broken down into two categories as follows:

- ◆ Non-Unique Addresses (NUAs)
- ◆ Unique Addresses (UAs)

#### **Non-Unique Addresses (NUAs)**

NUAs include:

- ◆ a group of houses, often in rural locations, which share the same address.
- ◆ an address point which is indistinct from a neighbouring address.
- ◆ Addresses that usually contain only a townland and county as an address identifier.

Over a third (35%) of address points were NUAs by address alone, although they can be differentiated by their geographical coordinates. This makes it harder to identify an individual address within a group or cluster of NUA addresses.

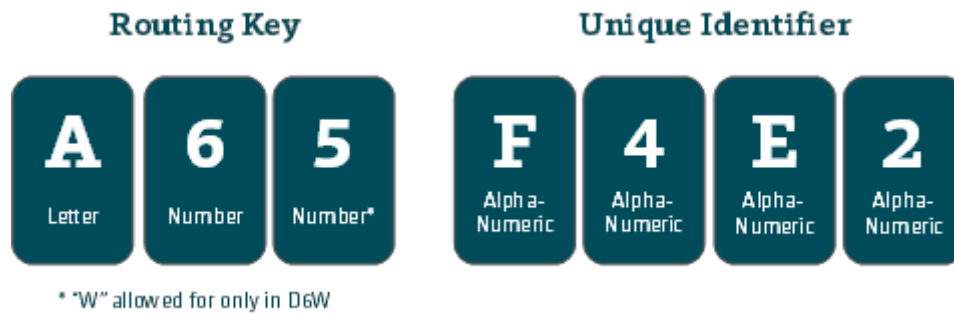
#### **Unique Addresses (UAs)**

Unique addresses are where an address is uniquely identifiable by a building name or a number for example, 1 Station Road, Maynooth, County Kildare.

Almost two thirds of addresses were unique.

## 2.2 The Structure of an Eircode

An Eircode is a seven-character postcode consisting of two elements- a Routing Key and a Unique Identifier. These are explained below.



1. **Routing Key** - this has three characters, consisting of a letter-number-number (with the one exception of postal town Dublin 6W), which identifies the principal postal town related to the building or property's postal address. The principal postal town is assigned using the source data, and there are 139 different postal town references currently in use.
2. **Unique Identifier**- this has four characters, consisting of a combination of letters and numbers. This identifier is unique to each property within a principal postal town.

## 2.3 Assigning Eircodes

Eircodes are created and assigned in line with the National Postcode System (NPS) Report.

The Contractor assigns an Eircode to every complete postal address contained in the source data supplied by An Post GeoDirectory. This data contains:

- ◆ The postal address (including the house number where applicable)
- ◆ The geographical address
- ◆ Map coordinates

The Contractor will assign Eircodes to:

- ◆ each individual postal address - for example, a single residential house
- ◆ single, standalone commercial units
- ◆ Buildings that have more than one residence with postal addresses- a unique Eircode will be assigned to each individual residence - for example, each apartment within an apartment block.





- ◆ Buildings that contain multiple residences but have only one postal address associated with the building the building’s postal address will be assigned a single Eircode. Each individual residence will not be assigned an Eircode, as their addresses are not recorded in the source data—for example, an address with multiple bedsits.
- ◆ Commercial buildings that contain more than one business. Only businesses that are identifiable by having a sub-building address—for example, a Unit, Studio or Suite number, as part of their postal address – will be allocated a unique Eircode. For example, a shopping centre with allocated, identifiable units.

The following are some examples of when a unique Eircode will or will not be assigned:

	A unique Eircode will be assigned to:	A unique Eircode will not be assigned to:
Residential Addresses	<ul style="list-style-type: none"> <li>◆ Each house on a street</li> <li>◆ Each flat in an apartment block</li> <li>◆ Each unit within a duplex unit</li> </ul>	<ul style="list-style-type: none"> <li>◆ Residential Buildings with multiple flats/bedsits not indicated as separate addresses on the outside of the building.</li> <li>◆ Caravans and temporary dwellings</li> </ul>
Commercial addresses	<ul style="list-style-type: none"> <li>◆ Each address identifiable by Unit; Level; Studio numbers in:               <ol style="list-style-type: none"> <li>An office building.</li> <li>A Shopping centre.</li> <li>A business park.</li> <li>An industrial estate</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>◆ Buildings with one or more registered businesses where a business is not recorded in the source data provided by An Post</li> <li>◆ An Office Building with multiple businesses but without uniquely identified sub-building addresses.</li> </ul>

An Eircode is associated with an address, rather than with the person(s) or businesses occupying a building or property. Therefore, the **Eircode is not transferable from one address to another**. For example, if a person or business moves to a new address, the Eircode from the old address remains with the old address and the person(s) or businesses will use the Eircode assigned to their new address.

## 2.4 Impact on Existing Postal Addresses

Existing postal address information will not be affected by the introduction of Eircode. An Eircode should be treated as an additional line to an existing postal address.

## **2.5 The Eircode Finder**

The contractor provides the Eircode Finder, a web-based facility (<https://finder.eircode.ie>), which you can use to find an Eircode for an individual postal address or input an Eircode in order to find its associated postal address.

Non-unique addresses can also be found on the Eircode Finder facility by using the map facility. For example, if a person lives in a property in Ireland that has a non-unique postal address, the Eircode Finder facility provides a detailed, map of their area. By locating their property on this map and aligning the marker over the map location, the Eircode Finder will display the Eircode assigned to that property.

Neither the source data nor the Eircode itself contain personal information about an individual or business at that address.

## **2.6 Using an Eircode is not compulsory**

While an Eircode will be assigned to every postal address in Ireland, the Eircode itself does not contain any personal information.

So, while you may decide not to use the Eircode in your postal address or correspondence, the occupant of the property cannot 'opt out' of the legitimate use of the Eircode for that property by others.

Commercial and government organisations may choose to use Eircodes as they help to:

- ◆ clarify non-unique addresses.
- ◆ improve accuracy of goods and services
- ◆ reduce the risk of fraud and misunderstanding.
- ◆ Improve success in response to 'call- outs' of the emergency services.

So, even if you choose not to use the Eircode, you are likely to see the Eircode appearing on your mail, correspondence and packages delivered to your address.

There is also a possibility that commercial organisations, State and Semi-State bodies may use the Eircode as a 'required field ' in application forms. This will help to improve the quality of the data they collect. It will also reduce the risk of misunderstanding non-unique addresses.

Any organisation deciding to make the Eircode a 'required' field must make sure that their reason for doing this is consistent with the lawful conditions.<sup>2</sup>

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<sup>2</sup> The Lawful Processing Conditions in the Irish Data Protection legislation as per the Data Protection Act 1988 and 2003 and the General Data Protection Regulation 2018

These conditions include providing an Eircode where it is:

- ◆ Defined in the terms and conditions of a contract or where it is a legal obligation.
- ◆ Necessary for preventing injury or damage to health and/or prevention of loss or damage to property.
- ◆ Necessary in the vital interests of the individual to whose property the Eircode relates.
- ◆ Necessary to administer justice or a lawful function, for example, the activities of a
- ◆ State or semi-State body
- ◆ Necessary in the legitimate interests of the organisation seeking the data.

If an organisation cannot justify the use of a 'required' field for an Eircode under at least one of the conditions, it should reconsider making it a requirement.

Companies using the Eircode system must comply with relevant regulations<sup>3</sup> and with the Contractor's Acceptable Use Policy (see Appendix A).

Under Data Protection legislation and General Data Protection Regulation, you can opt out or prevent your personal data being used for certain purposes, such as direct marketing, promotional and sales campaigns.

If you choose to opt out from a postal direct marketing campaign, this will also apply to the Eircode, since the Eircode will be an additional item of detail in your postal address.

However, you **cannot object** to the use of the Eircode in isolation.

For example, if you receive correspondence which includes the Eircode as part of the address, you **cannot demand** that the sender removes the Eircode from the address in future correspondence.

## **2.7 Public Sector Bodies**

As part of the introduction of Eircode, the Contractor processed the addresses held by some public sector bodies and assigned an Eircode to each unique address.

This means that it is possible to receive correspondence from public sector bodies with the Eircode included in the address.

If you believe that the incorrect Eircode is being used, contact the relevant public sector body to let them know. If the Eircode is incorrect, the Contractor will work with that public sector body to correct it.

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<sup>3</sup> Irish Postal Services, Data Protection Legislations and General Data Protection Regulations



The public sector bodies which have added the Eircode to their address lists include:

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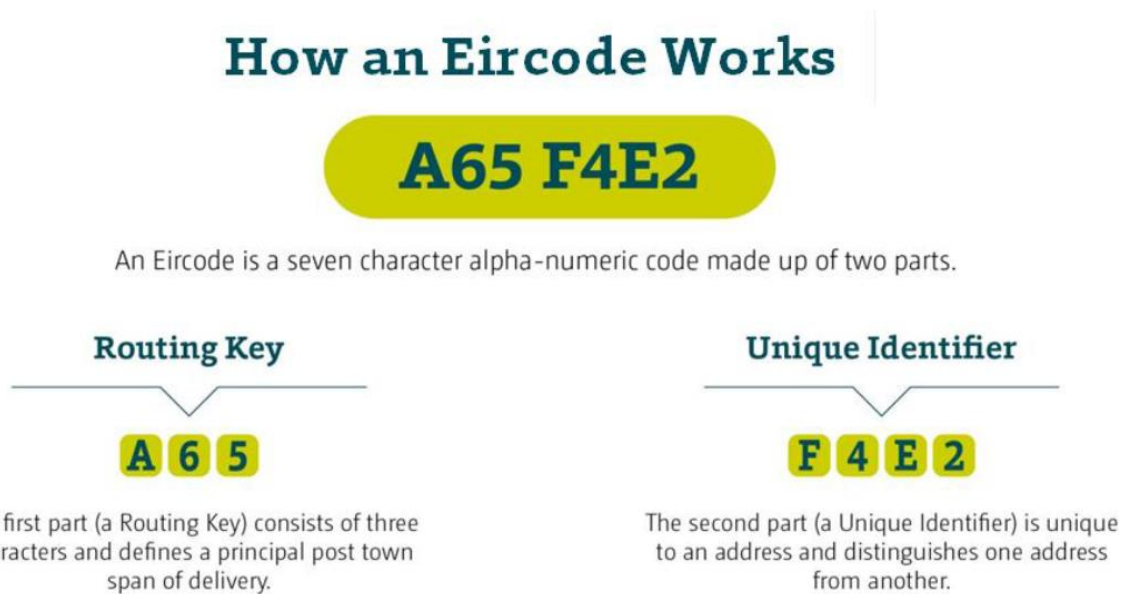
Social Protection	Environment- Agresso
Agriculture	Environment- Electoral Register
Central Statistics Office Company Registration	Environment- Local Authority Rates
Office Education - Bank Branches	Foreign Affairs- Holder Address
Education- Financial Management Systems	Health
Education - General	National Treasury Management Authority
Education- Hr Data/Pensions	Revenue
Education- Post-Relational Data Base (Prdb)	Road Safety Authority
Education -Staff Payroll	Residential Tenancies Board Ireland
Education - UDMDB	Company Registration Office

### 3 Eircode Service

This section provides an overview of the Eircode Service.

#### 3.1 How Eircodes Work

Each home, business and government building will receive an Eircode. The diagram below explains how Eircodes have been designed.



The Eircode is seven characters in length and divided into two parts- a three-character Routing Key and a four-character Unique Identifier.

Similar to postcodes in other countries, part of the Eircode design is to help the parcel and postal industry. As a Routing Key will be shared by many properties in an area, it will become as familiar to you as area codes for landline telephones. The first letter is not directly linked to counties, towns, or other geographic features (either in English or in Irish) except for existing established Dublin postal districts 1- 24, which are being retained in the Routing Key as D01 to D24.

The second part of the Eircode has four characters drawn from a carefully selected set of letters and numbers that identify each address. The Unique Identifier for each house or business will not be in sequence - for example, the row of houses along one street will not have the codes ABC1, ABC2, ABC3, and so on. This will help to avoid a situation where a new building is built between two existing buildings with assigned Eircodes, and thus require all the Eircodes in the area to be changed.

Eircodes of adjacent (side-by-side) addresses will have unique identifiers, in other words, they will be different. This avoids possible miscommunication, particularly in rural areas where most addresses do not have an identifying number or name.

### 3.2 How to use an Eircode

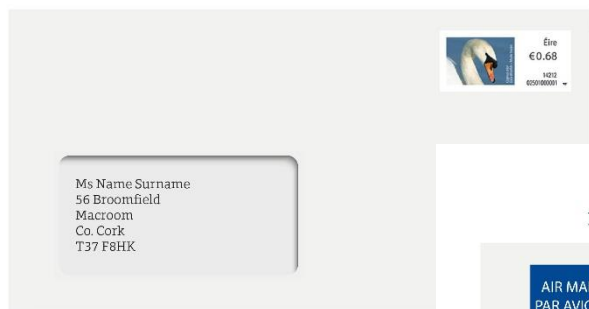
Examples of how to include an Eircode in an address can be seen in the table below. Please note that the Eircode system does not change or remove your choice to use your existing address.

Scenario	Action
Address before Eircode	37 Whereabouts Drive Any Town Kinsale Co Cork
Eircode Address	37 Whereabouts Drive Any Town Kinsale Co Cork E06 7167

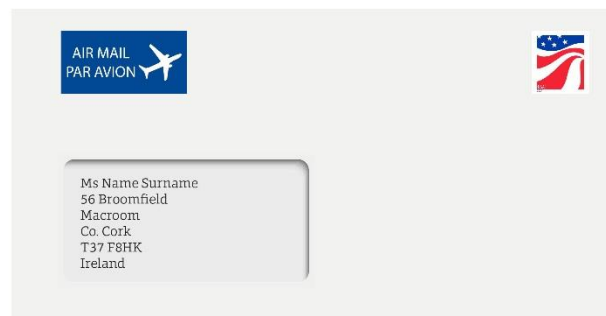
### 3.3 Positioning the Eircode on postal items

The Eircode should appear in capital letters on its own line on postal items. The Eircode should be printed using a three plus four format- that is the Routing Key, space, Unique Identifier (example: T37 F8HK).

**For domestic post the eircode should be printed as the last line of the address:**



**For international post the eircode should be printed above the country on a separate line:**



### **3.4 Using Eircodes online or in a form**

Using an Eircode online or in a form will vary depending on how a company presents their forms. Companies are advised to provide a specific field called 'Eircode' with spaces for seven characters. Existing forms and websites may not provide specific character fields. However, you should be able to enter your Eircode into currently defined 'postcode fields'.

### **3.5 How to find an Eircode**

There are two main ways to find out the Eircode for an address: notification letters and the Eircode Finder tool - <https://finder.eircode.ie>.

#### **3.5.1 Eircode Notification Letter**

Eircode notification letters are posted quarterly, in February, May, August and November to the occupants of postal addresses assigned an Eircode in the previous quarter.

#### **3.5.2 Eircode Finder Tool**

The Eircode Finder is a free online look up tool available via the Eircode website ([www.eircode.ie](http://www.eircode.ie)). You can search by entering an address to find an Eircode, or an Eircode to find an address.

You can use a GPS-enabled smart phone or other devices that can provide location information to determine your location on an interactive map with the 'Use My Location' facility.

This service is for individual, personal use, the Contractor will limit your access to 15 'lookups' a day.

The Contractor will use cookies to track the number of times the Eircode Finder is accessed from your device.

In line with the law<sup>4</sup>, visitors to the Eircode Finder web page will be told that these cookies are in place. The Eircode Finder page will also give other relevant information. The Contractor will use Google Analytics to collect information about visitor behaviour- pages visited, services accessed, and so on, on the Eircode website. This analytics data does not identify the individual user. **However, in some circumstances, it can capture the IP address of the user, and this address along with other data that might be available, can be used to identify you.**

If the Contractor captures personal information about you, they must process, store, and manage that information in line with the Irish Data Protection Legislation and General Data Protection Regulation.

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<sup>4</sup> S.I. No. 336/2011 ePrivacy Regulation

The Contractor will also publish a Privacy Policy on its website providing further details of their commitment to the law, and other relevant information. You can also find out more about Google's position on privacy as regards its analytics service at:

<https://policies.google.com/privacy?hl=en>

Please refer to the privacy policy and terms and conditions, which are available on the Eircode website, for further information.

### **3.6 Assigning Eircodes**

In July 2015, all existing postal addresses in Ireland contained in the source data were assigned an Eircode. Until January 2023 new Eircodes were assigned four times a year as per the quarterly release of data by An Post GeoDirectory. From January 2023 an update file for new postal addresses is provided by An Post GeoDirectory on a monthly basis allowing the contractor to assign Eircodes for new postal addresses in the 2 months between the quarterly updates.

The Eircode Contractor's only source of postal address data comes from An Post GeoDirectory source data, if a complete postal address is not provided in this data, then it will not receive an Eircode.

The following section outlines how Eircodes were assigned before launch, and how Eircodes have been assigned from that point onwards.

- ◆ **For existing postal addresses (Pre-Launch)** -As part of the Eircode Programme, all existing postal addresses were received from the source data. Unique Eircodes were assigned to all of the addresses provided. During July 2015, an Eircode Notification Letter was delivered to each postal address, informing the occupants of the Eircode assigned to that postal address.
- ◆ **For new addresses (Post-Launch)** - The Eircode Contractor is responsible for managing updates to the Eircode database. This will include the creation, assignment and 'retirement' or withdrawal of Eircodes.





The following scenarios describe situations where a new Eircode will be assigned:

Example	Detail
<p><b>Single unit building</b>            Example: a new build</p>	<p>When the Contractor receives monthly and quarterly updates of new postal addresses, new Eircodes will be assigned to each complete address. A notification letter for all newly assigned Eircodes will be delivered to the postal address every quarter.</p>
<p><b>Demolish or single-unit conversion to multi-unit building – existing site.</b>            Example: building on site of previously demolished building</p>	<p>When the Eircode Contractor receives an update to an existing postal address such as:</p> <ul style="list-style-type: none"> <li>◆ A demolished building – the Eircode for this building is withdrawn.</li> <li>◆ A single-unit building replaced with a multi-unit building – the existing Eircode will be ‘retired’, and each new postal address will be assigned a new Eircode</li> </ul>
<p><b>Multi-tenant building – unique address points</b>            Example: apartment block, business units within a shopping centre</p>	<p>Eircodes will be assigned to all unique postal addresses contained in multi-tenant buildings, on the basis that each sub-building has a corresponding postal address.</p> <p>Once an Eircode is assigned by the Contractor, an Eircode Notification Letter will be delivered to each postal address quarterly. This applies to both commercial and residential buildings.</p>
<p><b>Multi-tenant building – non-unique address points.</b></p> <p>Examples:            A shopping centre containing kiosks.</p> <p>A commercial building containing companies that do not have a unit reference in their postal address</p>	<p>Eircodes will be assigned to non-unique postal addresses contained in multi-tenant buildings, on the basis that each address is identifiable by the following words in the sub-building address: <b>Unit #, Level #, Suite #, Studio #</b>, and so on.</p> <p>These types of postal addresses will be assigned an Eircode and as Eircode Notification Letter will be delivered to <b>each</b> corresponding postal address quarterly.</p> <p>This applies to both commercial and residential buildings.</p>

### **3.7 Receiving an Eircode**

As described in the section 'Assigning Eircodes', only complete addresses listed in An Post's GeoDirectory will be assigned an Eircode.

If an address has not been assigned an Eircode, it is likely that the property will be assigned an Eircode when the Contractor receives an update of postal addresses. The Contractor will assign Eircodes within one month of receiving a new and complete address.

### **3.8 How Postal Addresses will be managed**

The Contractor must not change address information supplied in the source data. The Contractor is authorised solely to assign an Eircode, and to conduct legitimate, Eircode related services.

### **3.9 Managing Eircode Changes**

Once an address is assigned an Eircode, the Eircode will not normally change. However, if you believe there is mistake with an Eircode, you can complain to the Eircode Contractor, under the 2015 Postal Services legislation. If we receive a valid complaint, we will liaise with the various stakeholder organisations to try to find a constructive solution.

The Contractor will register and investigate valid complaints.

When making a complaint, you can use the web form or email address on <http://www.eircode.ie> or you can call the Eircode Contractor's contact centre at **0818 300 005** and an agent can explain to you how to make a complaint.

We may need to get your personal contact details in order to keep you informed of the outcome of the investigation. The data you provide may be processed and shared with other stakeholders for that purpose only.

The following section tells you about the enforcement powers of the Contractor.

#### **3.9.1 Eircode Change Policy**

Routing Key information (the first three digits of the Eircode) is based on address data provided to the Contractor using the source data. The Contractor has no authority to change the postal address information or the Principal Post Town to which a property is currently assigned.

It is the Contractor's policy not to change an Eircode based solely on personal preference.

In exceptional circumstances, the Contractor may agree to replace an existing Eircode. However, the Contractor will first assess if such a change is reasonable or not.

If a request is acceptable, then you will be told and you will receive a new Eircode.



If a change request is unreasonable, you will be informed of the decision not to change, and your Eircode will remain as is.

The table below summarises when a change will and will not be considered:

A change will be considered when:	A change will not be considered when:
You can show that your Eircode could be interpreted as offensive.	The routing key is in the correct Principal Post Town even if this is different to the local interpretation of the area.
A single-unit address has changed to a multi-unit address in the source data.	The address information used by any other public or private agency (excluding An Post GeoDirectory) is used as the basis for a proposed change to an Eircode.
An Eircode is a duplicate of another Eircode.	Properties are being marketed or promoted as being in a different geographical area to that defined by the postal address.
An assigned Eircode is consistently misinterpreted, and you can prove this.	

### 3.9.2 Changes required by the Eircode Contractor

The Contractor does not expect that it will have to ask you to change an existing Eircode. However, if it is necessary to do this, the Contractor will inform you. The following steps outline the Contractor's procedure if they have to ask you to change an existing Eircode:

1. **Before a change is made**, the Eircode Contractor will write to the occupants of all addresses affected by the change telling them about the date of the change and inviting their views. (While the Contractor will consider all views received, they may not reply in writing to each household or person.)
2. **Once a change is made**, the Eircode Contractor will write to the occupants of affected addresses confirming details of their new Eircodes.
3. The Contractor will **make sure** that mail with the old or the revised Eircode details receives the same quality of service for a reasonable amount of time after the change.

Where a change is planned but will not happen for another three months, the Eircode Contractor will tell occupants of the property in question. This will give them time to implement the Eircode changes. This will also give them a chance to update forms, vehicle livery, signage, websites, as well as passing on their new details to relevant people and organisations.

### **3.9.3 The Eircode Contractor and Postal Address Changes**

The Contractor cannot assign or change a postal address. An Post is responsible for the allocation and management of postal addresses in Ireland. Contact details for An Post and An Post GeoDirectory are in Section 7 (below).

### **3.9.4 Eircode Complaint Process**

A formal, transparent, and fair complaints procedure is an integral part of any professional service. By law, unless a complaint is determined to be 'trivial, vexatious, frivolous or not made in good faith', the Eircode Contractor must investigate it.

Section 6 of this Code of Practice (below) tells you how to register a complaint and outlines how complaints are managed. The Eircode Contractor will initiate formal steps outlined as part of the complaints process in order to investigate any complaint and to arrive at a fair outcome. By complaining, you authorise an agent of the Contractor to contact you about your complaint.

The agents of the Contractor will process any personal data gathered in the course of managing the complaints procedure. They will do this in line with the Irish Data Protection Acts 1988 /2003 and the General Data Protection Regulation 2018, and will not disclose this information to third parties, unless they have your prior consent, or where they are required to do so by law.

The Contractor recognises that you have the right to:

- ◆ be treated with courtesy and respect
- ◆ have clear concise information made available to you
- ◆ understand the process of how a decision about a complaint was made
- ◆ have Eircode services delivered to agreed standards
- ◆ be told about the Contractor's obligations
- ◆ have your confidentiality and privacy respected and protected, in line with the Irish Data Protection legislation and General Data Protection Regulation
- ◆ Be confident that your complaint will be dealt with in a timely and fair manner.

## **4 Service Standards**

### **4.1 Service Standards**

The Contractor and the Department of Environment, Climate and Communications want to provide a first-rate, accurate and regularly updated National Postcode System. This will include issuing Eircodes to the public and also managing complaints. The Contractor aspires to working with organisations in both the public and private sectors to integrate the use of Eircodes into their day-to-day operations.

Under the terms of the Communications Regulation (Postal Services) (Amendment) Act, 2015, periodic reviews will be conducted of the Contractor's operations and services.

### **4.2 The Contractor's Commitment**

The Contractor constantly seeks to improve its services and business standards. From time to time, the Contractor will want to improve its existing service product and to introduce necessary or desired services. It may be necessary to amend processes or systems to facilitate these improvements.

The Contractor will implement these improvements with minimal disruption to its Eircode Providers (EPs), Direct End Users and to the public.

## **5 Data Protection Policy**

### **5.1 Confidentiality and Privacy**

The Eircode Contractor respects the confidentiality and privacy of its staff, its EPs, and the general public. The Contractor will protect any personal information you provide if registering a complaint or making an enquiry. They will do this in line with the Contractor's Privacy Policy (see the Eircode website for this policy) and the Irish Data Protection legislation and General Data Protection Regulation.

Personal data may be collected if a member of the public contacts the Contractor directly with a query or has a complaint. This helps the Contractor to contact you back once this issue or complaint has been investigated and resolved.

Please note that personal data, in the form of IP addresses, may be captured in the course of monitoring and tracking usage of the Contractor's website.

The Contractor will adhere to the Irish Data Protection legislation and General Data Protection Regulation when processing personal data. The Contractor affirms that at no time will it disclose (share) personal information to any third-party organisations or persons without consent of the party providing the information, or unless required to do so by law. The Contractor's staff receives training on the appropriate responses to data sharing requests.

Where a third party may have a legitimate reason to request the personal data held by the Contractor, these requests are sent to the Contractor's Operations Director. The Operations Director will review the request and will direct staff on an appropriate response.

Where the Eircode Contractor does retain information, they must only be used in line with data protection regulation as outlined below:

- ◆ Only obtain and process the information fairly.
- ◆ Only keep it only for one or more specified and lawful purposes
- ◆ Process it only in ways compatible with the purposes for which it was given initially.
- ◆ keep it safe and secure.
- ◆ keep it accurate and up to date.
- ◆ ensure that the processing of the data is adequate, relevant, and not excessive.
- ◆ retain it no longer than is necessary for the specified purpose or purposes.
- ◆ Give a copy of your personal data to you, on request.

## 5.2 Data Security

All data stored electronically on the Contractor's systems for Eircode business will be protected by state-of-the-industry encryption. Manual data held at the Eircode Contractor's offices will be stored securely in line with the law.

The Contractor tracks use of its online services. This means that they can detect and flag threats to the security or integrity of the Eircode database. In turn, this will help them to contain any attempted breach or theft of data.

If the integrity of its data security were to be breached, the Contractor will follow its Internal Data Security and Breach Notification procedures and responses.

The Contractor would adhere to its policies regarding Network Usage and Records Management. This includes procedures and protocols in terms of:

- ◆ The control of access to the data
- ◆ Acceptable use of the data
- ◆ The criteria under which the Breach Notification and Disaster Recovery procedures will be used.
- ◆ Audit logs of what data has been accessed and who has accessed them.

The Contractor complies with the legal data management and security provisions. Any breaches of data security will be reported to the Contractor's Data Protection Officer in line with the Data Protection legislation 1988 and 2003 and General Data Protection Regulation 2018, and as required under the Postal Services Amendment Act 2015.

A data breach occurs when:

- ◆ Personal information is lost.
- ◆ There has been inappropriate access to personal information on the Contractor's systems, or
- ◆ When personal data is to the wrong individuals.

If a data breach is discovered, the Contractor will follow relevant policies. The Contractor will always inform the Department of Environment, Climate and Communications and the Office of the Data Protection Commissioner of a breach. They will do so in a timely manner and will work with them to help to prevent further breaches.

If the Contractor's data systems deteriorate, are disrupted, or stop working due to events beyond the Contractor's control- such as extremes of weather or social unrest- the Contractor will follow its Business Continuity Service Plan. This may involve emergency contingency, Relocation, changes to management structures and other appropriate procedures and responses.

### 5.3 Acquiring and Processing Data

In general, the Contractor's policy for its agents does not ask for personal details. If you have received something with your personal details on it, you should contact the organisation that sent it to you to with a general query.

To resolve complaints or to process queries, a Contractor agent may ask you to provide your personal contact details. This information will only be used to contact you about your complaint or query. This information will only be recorded with your consent, and the EPs will store it in line with the Data Protection Acts 1988 /2003 and General Data Protection Regulation.

The Eircode Contractor is **normally not allowed to disclose, share, transfer or otherwise provide personal information** to any third parties. However, there are exceptions- these are defined in Data Protection Acts 1988-2003 and in the 2018 General Data Protection Regulation. For example, where the Contractor has your permission to share or transfer your information for the purposes of resolving a complaint which you have raised or is legally obliged to do so.

The personal information referred to here is limited to any personal data that may be supplied by you so that the Contractor can process your query or complaint. This data will never be associated with or stored on the Eircode databases.

If you provide personal information to the Eircode Contractor, or to any Data Controller, you have the rights under the Data Protection Act 1988 and 2003 and the General Data Protection Regulation 2018.

These include:

- ◆ The right to be informed about our collection and use of personal data.
- ◆ When we ask for your details, we must tell you why we are collecting them and what they will be used for
- ◆ The right of access to the personal data we hold about you - See 5.3.1 for details on how to request the data we hold about you.
- ◆ The right to rectification if any personal data we hold about you is inaccurate or incomplete - See section 5.3.2
- ◆ The right to be forgotten – i.e., the right to ask us to delete any personal data we hold about you (we only hold your personal data for a limited time, but if you would like us to delete it sooner, please contact us using the details in section 5.3.2
- ◆ The right to restrict (i.e., prevent) the processing of your personal data
- ◆ The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation)
- ◆ The right to object to us using your personal data for particular purposes; and
- ◆ Rights with respect to automated decision making and profiling.



### **5.3.1 Right of Access**

In response to a written request from you, the Contractor will provide you with a copy of any personal data that it holds about you.

Your request should be in writing, and should be sent to:

Eircode, Data Protection Officer,

Unit B

West Cork Business and Technology Park

Clonakilty

Co. Cork

P85 YH98

Or submit an email to [hello@eircode.ie](mailto:hello@eircode.ie)

In your request, you should include sufficient information to allow the Contractor to identify your personal data (name, postal address, Eircode, and so on).

Whilst we do not charge for subject access requests, a 'reasonable fee' may be applicable when the request is deemed to be manifestly unfounded or excessive (i.e., repetitive requests). The fee will reflect the administrative cost of complying with the request and providing additional copies of documents. We will write to the individual to let them know if we require a fee for processing their subject access request.

Once the valid request has been received, the Eircode Contractor will respond as quickly as possible, but certainly within one month from receipt of the request. Once any information requested from the individual (such as proof of ID, clarification, and in rare cases, any applicable fees) has been received, they will acknowledge the request and respond promptly and, in any event, within a maximum of one month.

If it becomes apparent that it may take longer than one month to obtain the personal data requested, they will contact them giving the reason it is likely to take longer and letting them know when they will receive their information. If they have requested a lot of information, we may provide it to them in stages.

You have a right to request a portable copy of all of the data held by the contractor. Under the General Data Protection Regulation, the contractor is responsible for providing this to you within the time limit and in a readable and easily accessible format.

### **5.3.2 Correction and Erasure of Personal Data**

If the Eircode Contractor holds personal data about you, you can ask that it be removed from, updated, or amended in, the Eircode Contractor's data records.

In the unlikely event that the error relates to the Eircode itself, the Eircode Contractor will work as quickly as possible to rectify the issue.

Where an error is detected which derives from the source data, the Eircode Contractor will liaise with the provider of the source data to ensure that the error is corrected or removed. This may take longer to resolve.

All personal data collected relating to the resolution of complaints will be managed in compliance with the Complaints Process outlined in Section 6 below and will be stored subject to the Contractor's Data Retention Policy (see Section 6.5).

In the case where data has been shared with a third party (with permission only) Eircode should inform the third party of any request to remove, amend or update.

### **5.3.3 Objections, Profiling and Automated Decision making.**

Individuals have the right not to be subject to a decision when it is based on automatic processing, and it produces a legal effect or a similarly significant effect on the individual. Individuals also have the right to object to processing of their data for profiling, direct marketing, or research.

Eircode does not process any data for profiling, direct marketing, research, or automated processing. What data we collect and how it is used it outlined in our privacy policy which can be found on [www.eircode.ie](http://www.eircode.ie)

### **5.3.4 Support for your Concerns**

If you are concerned about the use of an Eircode, you should contact the Eircode Contractor, in the first instance, by post at:

Unit B

West Cork Business and Technology Park

Clonakilty

Co. Cork

P85 YH98

by emailing [hello@eircode.ie](mailto:hello@eircode.ie), or by calling 0818 300 005.

The Eircode Contractor will investigate valid concerns and will work with the various stakeholders to resolve any issues in a satisfactory manner.



# EIRCODE

If you are still concerned about the manner in which your personal data is being managed, you can bring your complaint to the Office of the Irish Data Protection Commissioner at 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland or by webform on their website - <https://forms.dataprotection.ie/contact>.

## **5.4 Legitimate Eircode Services**

The Eircode database does not contain personal data. The Eircode database can be bought as set out in the 'Business' section of the Eircode website, and as permitted in the course of legitimate, Eircode-related business.

The Postal Services Amendment Act 2015 identifies legitimate services in relation to the Eircode as follows:

- ◆ the association of geo-coordinates with the Eircode
- ◆ the issuing of Eircode data to its corresponding postal addresses
- ◆ the matching of a postal address with an Eircode (as long as such matching does not include personal data or individual identifiers)
- ◆ the development of the Eircode database to include other information about the postal address.
- ◆ the creation of a database containing Eircode data along with other, related information, for example, where an Eircode Provider appends the Eircode data to an existing database of client information.
- ◆ the licensing of appropriately qualified service providers to act as Eircode Providers
- ◆ the supply of additional services in relation to the Eircode

The Eircode Contractor has published an Acceptable Use Policy (see Section 8) for service users in consultation with the Department of Environment, Climate and Communications. The primary purpose of this Policy is to inform members of the public regarding the appropriate uses of the Eircode.

The Policy also serves as a guide for EPs in designing and delivering Eircode-related services using the data from the Eircode Contractor, in order to ensure that such services comply with the Irish Data Protection and Postal Services legislation.

EPs and End Users often disclose the Eircode to other organisations, including to organisations established outside of the European Economic Area. Such disclosure must be done under the controls and provisions of a data management contract and should set clear expectations about the acceptable and lawful use of the Eircode data.

The Eircode Contractor will publish on its website a Directory of EPs who are licensed by the Contractor to provide Eircode services. This is to provide transparency to the public regarding who has licensed use of the Eircode database.

The Contractor will audit these Eircode services regularly to ensure that the EPs meet their obligations. The Contractor is authorised to revoke, suspend, or terminate an EP licence for substantial or persistent non-compliance.

These obligations are set out in the terms of the EP Licence Agreement. They will be communicated clearly with any organisation applying to receive an EP licence.

An audit of an EP or End-User could start due to:

- ♦ incompetence in managing and processing the Eircode data.
- ♦ a high volume of complaints from users about data received from or processed by EPs.
- ♦ late or inaccurate monthly reports on Eircode usage
- ♦ a regular schedule of EP monitoring

### **5.5 Privacy Notice on Websites**

Under the provisions of the Postal Services Amendment Act 2015, both the Eircode Contractor and licensed EPs must publish a Privacy Notice on their respective websites. This Notice will include the following:

- ♦ An explanation of the background and context of the Eircode
- ♦ a description of the sources of the Eircode data
- ♦ an explanation of the sources of additional data they hold, especially where this includes personal data which identifies an individual (included in EPs' reports)
- ♦ information on the availability of a public register of licenced EPs (include this in the Contractor's report)
- ♦ information for you about your right to have incorrect data about you corrected or removed.
- ♦ information about your right to register valid complaints about Eircode services with the Contractor.

### **5.6 Retention and Destruction Policies**

Personal information received by the Contractor will only be used for that purpose and will only be retained for as long as necessary to satisfy the Contractor's legal and regulatory obligations. All personal data will be subject to the Eircode Contractor's Data Retention and Destruction policies which can be provided on request.

It is not the Contractor's intention to collect and store data for any purpose other than the legitimate purposes stated above.

### **5.7 Privacy Policy**

The Eircode Contractor will take every care to protect your privacy and the privacy of other users of its services. The following principles form the key elements of the Contractor's Privacy Policy, which is available on the Contractor's website.

The Eircode Contractor is subject to legislation regarding privacy and confidentiality, including the Irish Data Protection Acts 1988 and 2003 and General Data Protection Legislation 2018. Any dispute or claims for breach of privacy are subject to the jurisdiction of the Irish courts.

- ◆ Any data file or record that contains personal data will be treated as confidential.
- ◆ In your written dealings with the Eircode Contractor, you may need to share personal information to the Eircode Contractor. The treatment of any personal information which the Eircode Contractor may collect during the normal course of business is subject to the provisions of the Irish Data Protection Acts and the General Data Protection Regulation.
- ◆ The Eircode Contractor will not store personally identifiable data for any longer than is necessary.
- ◆ The Eircode Contractor will not disclose or share your personal information with any third party outside of Contractor's own organisation without your prior consent unless they have to so by law.
- ◆ Personal data you supply as part of an application, or as part of a request or enquiry you have made, will be only passed to the relevant business unit within the Eircode Contractor's organisation.
- ◆ You have a right to get a copy of personal data that the Eircode Contractor may hold about you.
- ◆ All Eircode Contractor staff take part in mandatory, annual training on their Data Protection obligations and Information Security Awareness.
- ◆ If you have submitted personal information through the Eircode Contractor's website but wish to prevent or stop the Contractor from using the information for the purposes submitted, contact the Contractor by email at: [hello@eircode.ie](mailto:hello@eircode.ie). Your email should state why you are concerned and provide sufficient information to help the Contractor respond to your request.

## 6 Complaint Process

Complaints are sometimes unavoidable, but when they do occur, the Contractor has an open, fair, and transparent process in place to manage and do their best to resolve them to your satisfaction where possible.

If you are making a complaint, please provide sufficient information to enable the Contractor to investigate it properly.

The following is a guide to the Contractor's Complaints Management process. For reporting purposes, legitimate complaints submitted in writing to the Eircode Contractor will be categorised using the types listed below.

### 6.1 Types of Complaints

Complaint	Description
Call Centre Service	Complaints about the level of service being provided by the Contractor's service centre.
Current Eircode	All complaints about Eircodes services.
Business Process	Complaints about existing Contractor business processes that are thought not to be working.
Postal Address*	Complaints related to the postal address cannot be addressed by the Contractor and will be referred to An Post.

\*Please note that an address used in an Eircode notification letter telling the occupant of an Eircode, or an address supplied using the Eircode Finder, is the postal address supplied to the Contractor from the source data (see the Section 3.6: 'Assigning an Eircode').

## 6.2 How to make a complaint

You can complain by phone, email, online or by post. Please see the details below for each of these options.

Complaint	Contact Details
Telephone	Telephone complaints can be made to the Eircode Contractor's Contact Centre using the following number: <b>0818 300 005</b>
Email	<p>Emailed complaints should be sent to the contractor using the following details:</p> <ul style="list-style-type: none"> <li>• Email address: <b>hello@eircode.ie</b></li> <li>• Email subject line: Complaints</li> </ul>
Website (Eircode.ie)	Complaints can be registered on the Eircode website
Post	<p>Postal complaints should be sent to:</p> <ul style="list-style-type: none"> <li>• <b>Complaints, Eircode, Unit B, West Cork Business and Technology Park, Clonakilty, Co. Cork, P85 YH98</b></li> </ul>

## 6.3 How the Contractor will manage and respond to your complaints

The Eircode Contractor will review all complaints to determine if they are vexatious, trivial, frivolous, or not made in good faith.

If the Contractor decides that your complaint is genuine, it will try to resolve it as quickly as possible. Responses to complaints will vary depending on the nature and complexity of a complaint.

## 6.4 Complaint Management Report

By law, the Contractor must report annually to the Department of Communications, Climate Action, and Environment to provide information on how the Complaints Management procedure is working. At a minimum, this report should contain details on:

- ♦ the volume of complaints received.
- ♦ the range of complaints received (based on the categorisation above)
- ♦ the decisions reached after investigating complaints.
- ♦ decisions where the contractor decided not to investigate a complaint.
- ♦ any other information that the contractor considers appropriate.



## **6.5 Keeping Information about Complaints**

It is the Contractor's policy to keep records relating to complaints for three months following resolution of the complaint. To identify complaint trends, the Contractor will retain certain elements of the complaint data but will remove reference to personal identifying data. Trend analysis may not be possible if the data is deleted immediately after a complaint has been resolved. This policy will be reviewed annually.

## **6.6 Complaints about Direct Marketing**

Adding an Eircode to an existing postal address should not change the current obligations on organisations in terms of direct marketing. Organisations must continue to comply with the relevant sections of the Data Protection legislation when conducting marketing campaigns.

If you receive unsolicited direct mail, you should contact the organisation who sent you the mail and tell them that you want to be removed from their marketing mailing list. The organisation then has 40 days to remove your address from their list.

If you continue to receive direct mail from this organisation, you can raise a complaint with the Office of the Data Protection Commissioner ([info@dataprotection.ie](mailto:info@dataprotection.ie)).

### **6.6.1 Eircode Contractor's role**

Where the Eircode Contractor becomes aware that a licensed EP is facilitating the distribution of unsolicited direct marketing campaigns, it will make every effort to address this with the EP, and to make sure that the activity stops. Persistent non-compliance will be reported to the Office of the Data Protection Commissioner.

## 7 Useful Contacts

Organisation	Contact Details
An Post	<b>An Post</b> General Post Office O'Connell Street Lower Dublin 1 D01 F5P2  Web: <a href="http://www.anpost.ie">www.anpost.ie</a>
An Post GeoDirectory	<b>An Post GeoDirectory</b> General Post Office O'Connell Street Lower Dublin 1 D01 F5P2  Web: <a href="http://www.geodirectory.ie">www.geodirectory.ie</a>
Commission for Communications Regulation (ComReg)	<b>Commission for Communications Regulation (ComReg)</b> One Dockland Central Guild Street Dublin 1 D01 E4X0  Web: <a href="http://www.comreg.ie/contact">www.comreg.ie/contact</a>
The Contractor / Eircode	<b>The Contractor / Eircode</b> Unit B West Cork Business and Technology Park Clonakilty Co. Cork P85 YH98  Web: <a href="http://www.eircode.ie">www.eircode.ie</a>
Office of the Information Commissioner	<b>Office of the Information Commissioner</b> 6 Earlsfort Terrace Dublin 2 D02 W773  Web: <a href="http://www.oic.ie">www.oic.ie</a>



Office of the Data Protection Commissioner	Office of the Irish Data Protection Commissioner, 21 Fitzwilliam Square South, Dublin 2 D02 RD28  Web: <a href="http://www.dataprotection.ie/">www.dataprotection.ie/</a>
The Minister for Environment, Climate, and Communications	The Department of Communications, Climate Action, and Environment 29-31 Adelaide Road Dublin 2 D02 X285  Web: <a href="https://www.gov.ie/en/organisation/department-of-the-environment-climate-and-communications/">https://www.gov.ie/en/organisation/department-of-the-environment-climate-and-communications/</a>

## Copyright Information

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## 8 Appendix A - Acceptable Use Policy

This Acceptable Use Policy sets out the terms between you and Capita Business Support Services Ireland Limited under which you may access our website, [www.eircode.ie](http://www.eircode.ie) (the "**Website**") and use the national postcode database, EIRCODE® Database.

This Acceptable Use Policy applies to all users of and visitors to the Website and users of the EIRCODE® Database (including without limitation EPs and End Users, as defined below).

Use of the Website and EIRCODE® Database means that you accept, and agree to abide by, this Acceptable Use Policy, as well as the Website's Terms of Use, [www.eircode.ie/legal](http://www.eircode.ie/legal) and the Code of Practice [www.eircode.ie/code-of-practice](http://www.eircode.ie/code-of-practice).

The Website is operated by Capita Business Support Services Ireland Limited ("we" or "us"). We are registered in Ireland under company number 395165, our registered office is Unit B, West Cork Business and Technology Park, Clonakilty, Co. Cork, P85 YH98. Our main trading address is Unit B, West Cork Business and Technology Park, Clonakilty, Co. Cork, P85 YH98. Our VAT number is IE6415165A.

### 1. Purpose

The purpose of this policy is to (i) set out the terms on which you may access the Website and (ii) explain the range of ways in which the national postcode database, (hereinafter the "EIRCODE® Database") can be used by licensed Eircode Providers (EPs) and End Users as well as the general public.

Eircode Providers are organisations which offer value added services relating to the EIRCODE® Database to companies and End Users.

End Users are organisations and individuals who use the EIRCODE® Database themselves, with or without the intervention or involvement of Eircode Providers.

As the organisation with responsibility for the development, implementation deployment management and operation of the EIRCODE® Database. Capita Business Support Services Ireland Limited (the Eircode Contractor) will monitor the activities and usage of the EIRCODE® Database by the licenced EPs and End Users as well as by the general public.

This policy also seeks to protect the integrity and objectives of the EIRCODE® Database providing a unique EIRCODE® for addresses within Ireland.

Inappropriate use of the EIRCODE® Database may expose householders and individuals to unlawful or inappropriate use of their personal data, and/or may lead to intrusion into their personal lives and correspondence.

It is the policy of the Eircode Contractor that the EIRCODE® Database and its associated products and services should be offered in a manner that is open, transparent, and compliant with all relevant laws, standards, and regulations.

## **2. Scope**

This policy applies to the use of (i) the Website and (ii) the seven-digit EIRCODE® issued to each property in Ireland.

The EIRCODE® can be used by individual householders as a unique identifier for their domestic property as well as to identify business and commercial properties. Over 2.2 million Irish properties will have an assigned EIRCODE®.

Commercial organisations (namely, EPs) will be licenced to offer data management services using the EIRCODE® Database, and this Policy, the Code of Practice as well as the Licence Agreement entered into with the Eircode Contractor will govern their use of the EIRCODE® Database as they offer their value-added services.

The EPs, End Users, and users of the Website and/or EIRCODE® Database are responsible for exercising good judgment regarding appropriate use of the Website and/or EIRCODE® and must comply with the Eircode Contractor's policies, codes of practices and standards, the Website Terms of Use, Licence Agreements (where applicable) and with all local laws and Regulations.

This includes the provisions of the Communications (Postal Services) (Amendment) Act, 2015, the Irish Data Protection Acts 1988 and 2003 and the 2018 General Data Protection Regulation.

## **3. Acceptable Use**

### **1.1 General Use of the Website, EIRCODE® and EIRCODE® Database**

**3.1.1.** The Website and EIRCODE® Database and all intellectual property rights associated with them, will remain the exclusive property of the Eircode Contractor and its licensors. Individuals and organisations must be authorised to use the EIRCODE® Database but must do so in a lawful manner.

**3.1.2.** Members of the public are encouraged to use the EIRCODE®, in addition to their address, to aid postal, location and similar services to be delivered more effectively and efficiently. They can search for EIRCODES® online on the Website using the "Eircode Finder". By using the EIRCODE® Database on the Website, this means that you accept and agree to abide by this Acceptable Use Policy as well as the Website's Terms of Use [www.eircode.ie/legal](http://www.eircode.ie/legal) and Code of Practice [www.eircode.ie/code-of-practice](http://www.eircode.ie/code-of-practice). If you do not agree to this, please do not use the Website or the EIRCODE® Database.



An Eircode Finder facility is provided by the Eircode Contractor as a free of charge facility for finding the EIRCODES<sup>®</sup> relevant to a property- this will be limited to 15 searches of the Eircode Finder facility per day. Users exceeding this number of searches in a 24-hour period will be identified, and their access to the EIRCODE<sup>®</sup> Database will be curtailed. All such use must be in accordance with this Policy, our Terms of Use [www.eircode.ie/legal](http://www.eircode.ie/legal) and the Code of Practice [www.eircode.ie/code-of-practice](http://www.eircode.ie/code-of-practice).

An extensive set of **Frequently Asked Questions (FAQ's)** and their respective answers is provided on the Website by the Eircode Contractor in order to explain the format, structure, and variety of uses of EIRCODES<sup>®</sup> and the EIRCODE<sup>®</sup> Database.

**3.1.3** Eircode Providers (EPs) and End Users are authorised to use the EIRCODE<sup>®</sup> Database within the terms set out in the Licence Agreement, issued by the Eircode Contractor. By signing the Licence Agreement, EPs and End Users agree to abide not only to the terms of that Agreement but also to the terms of this Acceptable Use Policy as well as the Code of Practice.

A **Code of Practice** is provided by the Eircode Contractor and published on the Website [www.eircode.ie/code-of-practice](http://www.eircode.ie/code-of-practice) setting reasonable expectations regarding the acceptable use of EIRCODES<sup>®</sup> and the EIRCODE<sup>®</sup> Database.

## **4. Legislation**

Under the Communications (Postal Services) (Amendment) Act 2015, the following activities are considered to be acceptable uses of the EIRCODE® and the EIRCODE® Database:

- ♦ the use of the EIRCODE® as a unique identifier of a domestic, commercial, or municipal property
- ♦ the matching of a postal address to an EIRCODE®
- ♦ the enhancement of the EIRCODE® Database to include other information in relation to the postal address.
- ♦ the creation or management of an EIRCODE® database by the Eircode Contractor or EP.
- ♦ the licencing of appropriately qualified service providers to act as Eircode Providers
- ♦ the supply of value-added services by Eircode Providers in relation to the EIRCODE® Database

### **4.1. Data Protection**

The EPs and End Users must ensure that their processing and use of the personal data associated with the EIRCODE® Database will comply with the provisions and rules of the Irish Data Protection legislation, namely:

- ♦ that the processing should be fair, lawful, open, and transparent with regard to the personal data of living individuals.
- ♦ that the processing should only be for one or more lawful and specified purposes
- ♦ that any use or service offered should be compatible with these specified purposes
- ♦ that any personal data should be kept safe and secure from unlawful or unauthorised access or modification
- ♦ that the personal data should be kept as accurate and up to date as possible
- ♦ that any processing or disclosure of the personal data should be adequate, relevant, and not excessive.
- ♦ that the personal data should not be held by the EP or the End User for longer than necessary for the purpose of providing the relevant services

The EP and End Users must also comply with the other provisions of the Data Protection legislation, including access, erasure and blocking of personal data.

Any processing of the EIRCODE® as well as use of the EIRCODE® Database should be compliant with all relevant laws and provisions.

## **4.2. Unacceptable Use of the EIRCODE® Database**

The following uses of EIRCODES® and the EIRCODE® Database are, in general, prohibited: -

- ◆ any illegal or immoral use
- ◆ any use which would contravene the provisions of the Irish Data Protection Acts 1988 and 2003 and the 2018 General Data Protection Regulation
- ◆ any use which would be contrary to the terms of the Licence Agreements
- ◆ any service which is not considered a legitimate postcode activity under the Communications (Postal Services) (Amendment) Act 2015
- ◆ any use or service that would bring the EIRCODE® brand as well as the Eircode Contractor into disrepute.
- ◆ any use which would be contrary to this Policy or the Eircode Contractor's Code of Practice (including without limitation carrying out more than 15 searches in the Eircode Finder facility per day)
- ◆ breaches of any applicable local, national, or international law or regulation

## **4.3. Unacceptable Use of the Website**

You may use the Website only for lawful purposes. You may not use the Website and agree not to: -

- ◆ Upload, post, email, transmit or otherwise make available any content or initiate communications that infringes the intellectual property rights or any other rights of others.
- ◆ Harvest or otherwise collect or use information about others without their explicit consent.
- ◆ Upload, post, email, transmit or otherwise make available any unsolicited or unauthorized advertising, promotional materials, "junk mail," "spam," "chain letters," "pyramid schemes," or any other form of solicitation.
- ◆ Upload, post, email, transmit or otherwise make available any material that contains software viruses, or any other computer code, files or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment.
- ◆ Interfere with or disrupt the site or servers or networks connected to the Website, or disobey any requirements, procedures, policies, or regulations of networks connected to the Website.
- ◆ After receiving a warning, continue to disrupt the normal flow of dialogue, or post comments that are not related to the topic being discussed.
- ◆ Impersonate another person.





- ◆ Engage in any other conduct that restricts or inhibits any other person from using or enjoying our site, or which, in our judgment, exposes us to any liability or detriment of any type.
- ◆ Act in any way that breaches any applicable local, national, or international law or regulation.
- ◆ Act in any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.

## **4.4. Breach of this Policy**

The Eircode Contractor will determine, at its discretion, whether there has been a breach of this Acceptable Use Policy through your use of the Website and/or the EIRCODE® Database. When a breach of this Policy is deemed to have occurred, the Eircode Contractor may take such action as it deems appropriate.

Failure by you to comply with this Acceptable Use Policy and may result in the EP Contractor taking all or any of the following actions:

- ◆ Immediate, temporary, or permanent withdrawal of your right to use the Website and/or the EIRCODE® Database.
- ◆ Immediate, temporary, or permanent removal of any posting or material uploaded by you to the Website.
- ◆ Issuance of a warning to you.
- ◆ Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- ◆ Further legal action against you.
- ◆ Disclosure of such information to law enforcement authorities, as the Eircode Contractor reasonably feels is necessary.

The Eircode Contractor excludes liability for actions taken in response to breaches of this Acceptable Use Policy. The responses described in this Policy are not limited, and the Eircode Contractor may take any other action it deems appropriate (including any remedies or actions available to it under the Licence Agreements).

## **4.5. Governance**

The Eircode Contractor will conduct regular audits to ensure that the EPs and End Users meet these obligations.

#### **4.6. Changes to the Acceptable Use Policy**

The Eircode Contractor may revise this Acceptable Use Policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes the Eircode Contractor makes, as they are legally binding on you. Some of the provisions contained in this Acceptable Use Policy may also be superseded by provisions or notices published elsewhere on the Website.

### **5. Related Legislation, Policies and Processes**

- ◆ Privacy Policy
- ◆ Privacy Statement
- ◆ Licence Agreements
- ◆ Code of Practice
- ◆ Terms of Use
- ◆ Communications (Postal Services) (Amendment) Act 2015
- ◆ Data Protection Acts 1988 and 2003
- ◆ 2018 General Data Protection Regulation