



Rialtas na hÉireann
Government of Ireland

SEAI invites applications from suitably qualified candidates for this role. Full details of the role and how to apply are set out in this booklet.

Candidates should note that entry will be at the minimum of the salary scale and the rate of remuneration, including incremental progression, **will not be subject to negotiation** and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant.

Canvassing will disqualify

THE POSITION

Title of Position:	Programme Manager – Service Delivery
Job Ref:	SEAI/2022/DS.39
Tenure	5-year fixed term contract
Office:	SEAI Head Office, 3 Park Place, Hatch Street Upper, Dublin 2, D02 FX65, Ireland
Location:	Dublin
Organisation Website:	http://www.seai.ie/

The Sustainable Energy Authority of Ireland (SEAI) was established as Ireland's national energy authority under the Sustainable Energy Act 2002. SEAI's mission is to play a leading role in transforming Ireland into a society based on sustainable energy structures, technologies and practices.

Reporting to the Department of the Environment, Climate and Communications. SEAI is responsible for an annual budget of circa €450m.

To fulfil this mission SEAI aims to provide well-timed and informed advice to Government, and deliver a range of programmes efficiently and effectively, while engaging and motivating a wide range of stakeholders and showing continuing flexibility and innovation in all activities. SEAI's actions will help advance Ireland to the vanguard of the global green technology movement, so that Ireland is recognised as a pioneer in the move to decarbonised energy systems.

What do we do?

The SEAI's mission is to drive Ireland's sustainable energy transformation for the benefit of society. SEAI has a key role in driving Ireland's energy transformation and will ultimately play a significant part in helping Ireland to achieve the targets that have been set both in legislation and the Climate Action Plan.

The Sustainable Energy Authority of Ireland delivers programmes aimed at:

- Guiding and supporting energy users in their own energy transition with the underpinning goal in mind of a decarbonised society
- Supporting Government decision-making through advocacy, analysis and evidence
- Driving demand reduction and providing advice to all users of energy
- Driving the decarbonisation of energy supply
- Raising standards in sustainable energy products and services
- Building markets based on quality, confidence and proven performance
- Fostering innovation and entrepreneurship
- Improving the coherence of Irish energy research and development

THE ROLE PROFILE

This position will play a key role in the Delivery Department which is part of SEAI's National Retrofit Unit. As Programme Manager – Service Delivery you will lead and manage the SEAI customer service function. This will include continuously improving our delivery experience on all SEAI supported programmes by focusing on innovative services that increase customer and stakeholder satisfaction whilst complying with risk, control and governance processes.

The successful candidate will join an enthusiastic and innovative team who are committed to the high-quality delivery of SEAI's customer service which supports the attainment of Ireland's climate change goals over the coming years.

Key Functions of the role of Programme Manager – Service Delivery

The responsibilities of the Programme Manager outlined in this job description should not be regarded as comprehensive in scope and may be added to or altered as required, in line with the requirement of SEAI across Business Units/Departments.

The key responsibilities of the Programme Manager - Service Delivery will include but are not limited to the following:

- Management of operational support and be subject matter expert on all aspects of customer service delivery including customer service performance.
- Develop the SEAI customer service strategy which will involve working across all SEAI.
- Drive innovative thinking on design and development of new services or service enhancements to improve customer experience with SEAI's services and programmes. This also includes drive for efficiency.
- Lead and manage "Voice of the Customer" (VOC) process for SEAI and ensure all actions undertaken from VOC feedback to ensure ongoing customer satisfaction with SEAI services.
- Manage partnerships with a range of internal and external stakeholders.
- Lead and manage the proactive development and execution of strategy for effective customer service delivery for all SEAI programmes.
- Develop, manage and maintain strong business relationships with a range of stakeholders including 3rd service providers, across SEAI organisation and other government organisations.
- Manage and drive the identification, cost and implementation of service improvements.
- Drive adherence to contracted service performance metrics and identify root cause and corrective actions plans for underperformance.
- Management of service provider headcount plan and associated costs ensuring adherence of contracted price book and SEAI budget and governance processes.
- Support drive to digital first and standard methodologies where possible.
- Any other duties as assigned from time to time.

To ensure that activity peaks within the Delivery Department are addressed in a proactive manner, it is expected that the candidate appointed to this role will need to be flexible in terms of working hours during these periods.

Key Knowledge and Skills

The knowledge and skills required include but are not limited to the following:

- A capacity to foster a positive working relationship with colleagues and external stakeholders; to work in multi-disciplinary teams and to network effectively.
- Ability to think strategically.
- Excellent communication (written and oral) and interpersonal skills, including ability to communicate technical information to non-technical audiences.
- Well-developed IT skills (excel, power BI, PowerPoint and PowerPivot)
- Well-developed negotiation and influencing skills.
- Strong proactive approach to achieving results, including managing scope, time, cost and quality.
- Deep knowledge and experience of implementing and managing “Business Process Outsourcing” (BPO).
- At least seven years’ experience managing customer service with a focus on outsourcing.
- Demonstrated strong project management and organisation skills and knowledge of business process management and latest service and customer experience developments.
- Flexible approach to problem solving and decision making to ensure the best solution is achieved focusing on the need for greater efficiency and effective delivery.
- Ability to work on own initiative and to deadlines.
- Understanding of project management methodologies and business process improvement advantageous.

Experience and Personal Qualities Required

Essential Requirements

The successful candidate must be able to demonstrate;

- Degree level (or greater) or equivalent professional qualification.
- Minimum five years’ experience of working in this or a related area.
- Knowledge of latest trends in service delivery area.
- Knowledge of customer service outsourcing and latest technologies.

Desirable Requirements

- Understanding of project management methodologies and business process improvement advantageous.
- Understanding of government procurement guidelines and rules.
- Knowledge of SEAI programmes in service delivery area.

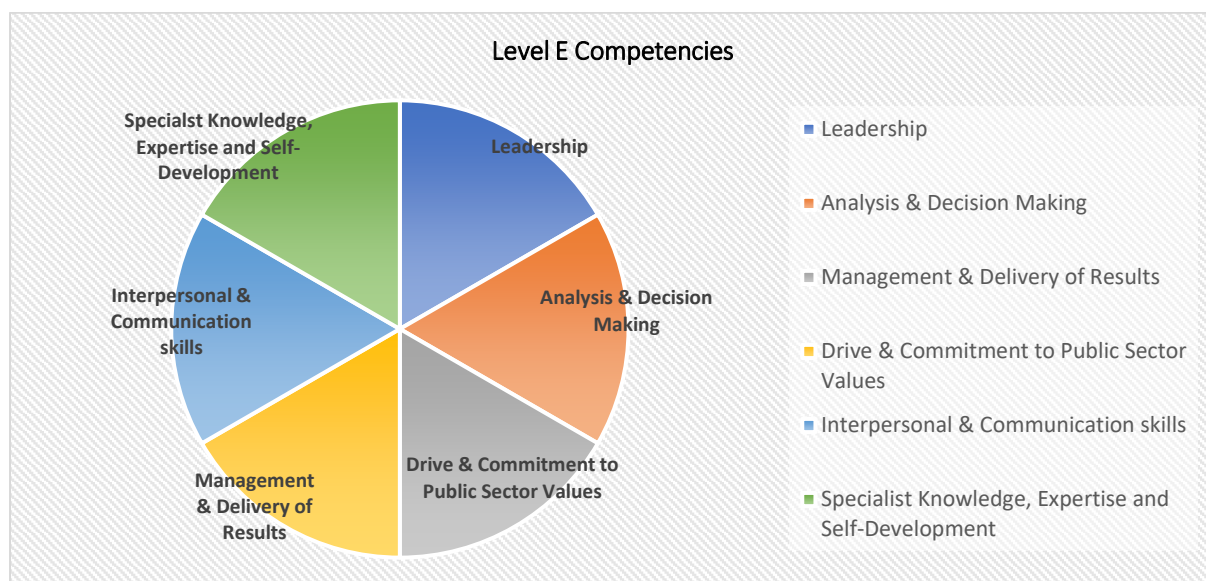
There may be a requirement for the successful candidate to further develop specialist knowledge and expertise relevant to the role. Training will be encouraged (formal and informal) and supported where required.

REPORTING AND WORKING RELATIONSHIPS

The Programme Manager- Service Delivery will report to Head of Delivery or his/her nominee.

GRADE LEVEL E – SKILLS & COMPETENCIES

At interview, candidates should demonstrate the ability to carry out successfully the duties of the role, as well as the general skills and competencies required at Level E grade. The key competencies that have been developed for roles at this grade level are as follows;



Each of the key competencies is supported by a list of key performance indicators which are available [here](#) on publicjobs.ie.

SHORTLISTING

A shortlisting exercise will be employed when assessing eligibility of applications. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the requirements of the role of Programme Manager – Service Delivery as outlined above.

The criteria for the shortlisting exercise will be based on the information as outlined in this Information Booklet. It is important that applicants consider the information contained in this Information Booklet in presenting and demonstrating their relevant qualification, skills and experience in their Application.

The candidates whose applications, in the opinion of the shortlisting panel, appear best suited to the position will be shortlisted for interview.

INTERVIEW

Shortlisted applicants will be invited to attend for an interview, which will include a competency-based interview, a presentation on a topic of relevance to the role and/ or other such assessment methods as deemed appropriate. The SEAI reserves the right to invite candidates to a second-round interview and to undergo further assessment, including the use of psychometric assessment if so required.

Please note, Interviews may take place over video-conference or other remote technology where appropriate.

Prior to recommending any candidate for appointment to this position, SEAI will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed, a final determination cannot be made, nor can it be deemed or inferred that such a determination has been made.

CODE OF PRACTICE

This campaign is being organised in accordance with the existing Code of Practice 'Appointment to Positions in the Civil Service and Public Service' published by the Commissioners for Public Service Appointments (CPSA).

CONDITIONS OF SERVICE

TENURE

This position will be offered on a 5-year Fixed Term contract basis.

SALARY AND PAYMENT ARRANGEMENTS

The Level E salary scale for this position effective from 1st February 2022 is as follows:

- €70,399 to €91,781 (inclusive of two Long Service Increment (LSI1 & LSI 2) which applies after three years and after six years additional service at Max of grade)

Important Note: Candidates should note that entry will be at the first point of the scale and the rate of remuneration, including incremental progression, will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy. Different terms and conditions may apply if you are currently a serving civil or public servant.

Incremental progression will be subject to satisfactory performance.

Payment will be made monthly by Electronic Fund Transfer (EFT) into a bank account of the staff members choice. Payment cannot be made until a bank account number and bank sort code has been supplied to SEAI. Statutory deductions from salary will be made as appropriate.

A staff member appointed will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due in accordance with the Payment of Wages Act 1991. In accordance with that Act, SEAI will advise the staff member in writing of the amount and details of such overpayment and give at least one week's notice of the deduction to take place and will deduct the overpayment, at an amount that is fair and reasonable having regard to all the circumstances, within six months of such notice in accordance with the Act.

LOCATION

The place of work for the Programme Manager – Service Delivery will be based at Three Park Place, Hatch Street Upper, Dublin 2. D02 FX65, Ireland though you will be working from your home temporarily in line with current Covid-19 measures.

As an Employer SEAI offers flexible and family-friendly working policies including some opportunities for remote working. Please note, successful candidates may request flexible working opportunities, however, this is at the discretion of the employer and decided in line with the business needs of the organisation, and on a case by case basis.

SEAI reserves the right, at its discretion, to change working location within reason on any future date.

PROBATION

On appointment, the appointee will serve a 6-month probationary period in the post of Programme Manager – Service Delivery in line with SEAI's Probationary Policy and Procedure. No probation period will be longer than 7 months.

BLENDED WORKING ARRANGEMENTS

As an employer, SEAI operates a blended working policy that facilitates access to remote working options having regard to work-life balance/integration, mental health, and the need for a safe and productive working environment. SEAI's patterns of blended working will evolve as we look beyond the pandemic. Availability and patterns of blended working will be based on business needs and the suitability of the role may be subject to change should the business needs dictate. Requests for blended working arrangements will be considered on a case-by-case basis.

WORKING WEEK

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 43.25 hours per week (**37 hours net of rest breaks**). Additional hours may from time to time be reasonably required to meet the requirements of the position. No additional payment will be made for extra attendance as the rate of remuneration payable covers any exceptional extra attendance liability that may arise from time to time.

ANNUAL LEAVE

The annual leave allowance will be 30 working days a year. This allowance is subject to the usual conditions regarding the granting of annual leave, and it is on the basis of a five-day week and is exclusive of public holidays. Annual Leave is to be taken at a time or times convenient to SEAI.

OUTSIDE EMPLOYMENT

The role of Programme Manager - Service Delivery is whole-time, and the appointee must avoid involvement in outside employment/ business interests in conflict or in potential conflict with the business of the SEAI. Clarification must be sought where any doubt arises.

THE ORGANISATION OF WORKING TIME ACT 1997

The terms of the Organisation of Working Time Act, 1997 will apply, where appropriate, to this appointment. Further information on the conditions of employment will be outlined in the contract of employment for the successful candidate.

SICK LEAVE

Payment for absences through illness will apply, during properly certified sick absence, provided there is no evidence of permanent disability for service in accordance with the provisions of SEAI's sick leave scheme. Sick leave arrangements are subject to any changes arising in the terms and conditions of sick leave in respect of the public service generally.

Staff members paying the Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts direct to SEAI. Payment of salary during illness will be subject to the staff member making the

necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

SUPERANNUATION AND RETIREMENT

The appointee will be offered the appropriate superannuation terms and conditions as prevailing in the Public Service at the time of being offered an appointment. In general, an appointee who has never worked in the Public Service will be offered appointment based on membership of the Single Public Service Pension Scheme ("Single Scheme"). Full details of the Scheme are at <http://www.per.gov.ie/pensions>

Pensionable Age

The minimum age at which pension is payable is 66 (in line with government guidelines).

Retirement Age

Scheme members must retire at the age of 70.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension will be subject to abatement in accordance with the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements other than the Incentivised Scheme of Early Retirement (ISER), Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 which, as indicated above, renders a person ineligible for the competition.

Ill-Health Retirement

For an individual who has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

Pension treatment of Existing Public Servants

While the default pension terms consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However, the key exception case (in the context of this competition and generally) is that **a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme.** In this case such a candidate would instead, where applicable, be offered membership of the SEAI Pension Scheme and its associated Spouses' and Children's Pension Scheme. This would mean that the abatement provisions above would apply, and in addition there are implications in respect of pension accrual as outlined below:

Pension Accrual

The Public Service Pensions (Single Scheme and other Provisions) Act 2012 introduced a 40-year limit on total service that can be counted towards pension where a person has been a member of more than one pre-existing public service pension scheme.

Additional Superannuation Contribution (ASC)

The appointment is subject to the additional ASC in accordance with the Financial Emergency Measure in the Public Interest Act 2009

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees cannot apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform (DPER) letter dated 28 June 2012 to Personnel Officers introduced, with effect from 1sJune 2012, a Collective Agreement which had been reached between DPER and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

Other conditions of employment

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the appointee.

APPLICATION PROCESS

SEAI invites applications from suitably qualified candidates for this role. Full details of the role are set out in this booklet.

SEAI is an equal opportunities employer and welcomes applications from people from diverse backgrounds and under-represented groups including ethnic minority and people with disabilities.

HOW TO APPLY:

- (A) Applications should be submitted in the form of a cover letter (maximum of two pages) demonstrating how the applicant meets the requirement for this role as set out in this booklet together with an up to date Curriculum Vitae (CV).
- (B) The cover letter and CV should be sent to recruitment@seai.ie with the job reference **SEAI/2022/DS.39** in the email subject line. SEAI will not be responsible for processing applications if applicants fail to use the email this email address and job reference in the email subject line and/or if applications are received after the closing date and date.

(C) Eligibility to Work:

The SEAI has a legal obligation to ensure that all employees are lawfully entitled to work in Ireland. Where applicable and to support a candidate's application, candidates must submit a valid work permit/visa confirming permission to work in Ireland. Failure to submit the required evidence will result in the application and/or contract of employment being rendered void.

Eligible Candidates must be:

1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
3. A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
4. A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
5. A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Note in respect of UK citizens: The recently concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

- (D) All applications will be acknowledged by email within five working days. If you do not receive an acknowledgement within the five working days, please contact Orla McCormack at orla.mccormack@seai.ie

- (E) For further information on SEAI, please visit our website at <https://www.seai.ie>

CLOSING DATE

Your application must be received by **noon on Tuesday 31st May 2022**. Applications will not be accepted after this time and date.

Candidates should make themselves available on the interview date(s) specified by the Authority and should make sure that the contact details specified on their application form are correct.

SELECTION PROCESS

SEAI will be undertaking a competency-based selection process in identifying suitable candidates for the role of Programme Manager – Service Delivery. The selection process may include shortlisting of candidates, on the basis of the information contained in their application, other tests or exercises that may be deemed appropriate, and/or a competitive interview which may include a presentation.

Psychometric testing may be required for candidates, who are successful in the initial screening process, prior to or post being invited forward for interview.

An interview process will be held with a selection board comprised in accordance with SEAI arrangements for posts at this level. Please note interviews may be held remotely using Video-Conferencing software or other tools.

Candidates are not permitted to use any type of recording equipment at any stage of the selection process unless written permission has been provided in advance of the process. This applies to any form of sound recording and any type of video recording, whether including sound recording or not, and covers any type of device used for these purposes.

DEEMING OF CANDIDATURE TO BE WITHDRAWN

Candidates who do not attend for interview or other tests when and where required, or who do not, when requested, furnish such evidence, as the SEAI require in regard to any matter relevant to their candidature, will have no further claim to consideration.

FEEDBACK

Feedback will be provided to applicants on written request.

GENERAL INFORMATION

CITIZENSHIP

The SEAI has a legal obligation to ensure that all employees are lawfully entitled to work in Ireland. Where applicable and to support a candidate's application, candidates must submit a valid work permit/visa confirming permission to work in Ireland. Failure to submit the required evidence will result in the application and/or contract of employment being rendered void.

Eligible Candidates must be:

1. A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
2. A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
3. A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
4. A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
5. A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa

Note in respect of UK citizens: The recently concluded EU/UK Brexit negotiations have confirmed that the longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

Normal rules of the Public Service will apply as regards eligibility. In the case of the Incentivised Scheme for Early Retirement (ISER), one of its conditions at paragraph 12 of Circular 12/09 debars retirees from the Public Service under that Scheme from applying for another position in the Public Service. Therefore, such retirees cannot apply while the above restrictions continue in force.

REFERENCE CHECKS

Please note that any offer of employment made to a successful candidate will be subject to satisfactory reference verification and satisfactory verification of academic and professional qualifications.

SECURITY CLEARANCES

Please note that Garda Clearance will be required for this position. If you have resided / studied in countries outside of the Republic of Ireland for a period of 6 months or more, you must furnish a separate Police Clearance Certificate from each country stating that you have no convictions recorded against you while residing there.

It is YOUR responsibility to seek security clearances in a timely fashion. The successful candidate cannot be appointed without this information being provided and being in order.

CONFIDENTIALITY

Candidate confidentiality will be respected at all stages of the recruitment process. Applicants should however note that all application material will be made available to those with directly responsibility for the recruitment process in SEAI.

Please note that information provided by you as part of your application may be used as part of our diversity, equality and inclusion metrics in relation to this campaign.

GARDA VETTING

SEAI is set up with a Registered organisation for Garda Vetting purposes. You may be asked to make an application to be vetted.

LEGAL COMPLIANCE

SEAI are committed to complying with all relevant legislation over the course of this recruitment campaign, including the Employment Equality Acts 1998-2015, the Data Protection Acts 1988 and 2018, and the Freedom of Information Acts, 1997, 2003 and 2014.

EXPENSES

SEAI will not be responsible for any expense, including travelling expenses, candidates may incur in connection with their candidature.

CANVASSING

Canvassing will result in disqualification from the competition.

GDPR Privacy Statement- Recruitment Process Purpose of Processing

SEAI conducts a competency-based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV and Cover Letter for assessment by the interview panel. For the successful candidate, some of the information provided will form the basis of the contract of employment (e.g. address).

Legal Basis for Processing

- Necessary for performance of a contract or to enter into such a contract
- Compliance with legal obligation (Terms of Employment Information Act)

Recipients

The following shall receive your information for reasons outlined below:

Recipient	Reason
HR (internal)	Storing application, acknowledging responses and corresponding with applicants
HR (external Service provider)	If outsourced support is sought, our outsourced HR provider may receive applications to assist with elements of administration, or to manage the entire recruitment process
Interview Panel	The Interview Panel will receive your applications to conduct shortlisting and assessing applicants
Referees	Applicants are asked to provide references who can be contacted to validate work records and/or comment on suitability of the applicant for the position applied for. These shall be contacted, and the applicants name will need to be provided to receive the reference.
Company Doctor	We will use your personal details to refer you to the company doctor if considered for appointment for a pre-employment medical

Details of Data Transfers Outside the EU

This does not apply to this process.

Automated Decision Making

This does not apply to this process.

Retention Period for Data

For unsuccessful candidates, applications and correspondence shall be retained for 12 months. For successful candidates, their application will be

placed on their employee file and retained during their employment and for an appropriate period thereafter.

Your GDPR Rights in Relation to this Process

Right	Explanation
Access	You can request and receive access to the information requested in the process at any time.
Portability	You can request and receive a copy of this data, in electronic/transferrable format, at any time
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can have any incorrect information, due to this being updated or otherwise, to be corrected.
Objection	You can object to this information being processed
Complaint	You can make a complaint to our internal Data Protection Officer (contact details outlined below) and/or make a complaint to the relevant supervisory authority – Data Protection Commission in Ireland.

Contact Details

Name: Data Protection Officer

Email: dataprotection@seai.ie