

## **Fiosrú Cookie Policy - website**

Author: DPO

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## 1. Introduction

We at Fiosrú, Office of the Police Ombudsman ("Fiosrú", "we", "our", "us") respect your right to privacy. We will comply with our obligations under EU Regulations 2016/679 General Data Protection Regulation (GDPR) and the Data Protection Act, 2018 and all applicable data protection legislation.

### 1.1 Purpose

The purpose of this Website Cookie Policy is to outline how we deal with any personal data that you provide to us while visiting this website. Fiosrú is a Data Controller for personal information provided by you on our website. If you have any queries in relation our use of your data you may contact our Data Protection Officer at [data.protection@fiosru.ie](mailto:data.protection@fiosru.ie). If you are not happy with this Website Cookie Policy, you should not use this website.

By visiting this website, you are accepting the terms of this Website Cookie Policy.

Any external links to other websites is clearly identifiable as such, and Fiosrú is not responsible for the content (or the privacy policies) of those other websites.

## 2. Types of Information collected via Fiosrú's website

We retain two types of information:

### Personal Data

This is data that identifies you or can be used to identify or contact you and may include your name, address, email address, user IP addresses (in circumstances where they have not been deleted, clipped or anonymised), telephone number, date of birth and any other such data which has been provided by you on this website's Online Complaint Form. Such information is only collected (via the website) from you if you voluntarily submit it to us.

### Non-Personal Data

Like most organisations, Fiosrú gathers statistical and other analytical information collected on an aggregate basis from all visitors to our website. This Non-Personal Data comprises information that cannot be used to identify or contact you, such as demographic information regarding, for example, user IP addresses (where they have been clipped or anonymised), browser types and other anonymous statistical data involving the use of our website.

## 3. Cookies

Cookies are small files that are created and saved on your phone, tablet or computer when you visit a website. Cookies store information about how you use the website, such as the pages you visit on our website and how you interact with the content on



some of those pages. If you use social media buttons on our website and allow the cookies from the companies that own these platforms, then they will collect information about you. More information is available below.

Fiosrú uses cookies for the following purposes:

- To enable core functionality such as page navigation, security and logged-in status (functional cookies);
- To understand how visitors, interact with the content (analytics);
- To improve the website by ensuring the Website is performing properly (non-essential cookies);
- To allow YouTube videos to play for users. These cookies are used to enable embedded YouTube video to be played on our website. They can also collect anonymous data about your web browser to display targeted advertising to you across the Web – these are called “YouTube cookies”.

### 3.1 Essential Cookies

These cookies are provided by the website and monitor the user session, the language, and contact forms and track the user for security purposes. The cookies are strictly necessary for the operation of our website and services. Our website cannot function properly without these cookies.

#### List of essential cookies

Name	Expires	Purpose	Provider
.AspNetCore.Antiforgery.*	Session	This cookie is generated to prevent cross site scripting.	Fiosrú
Fiosrú_cookies	6 months	This cookie is used to remember users' privacy choices.	Fiosrú
CookieAnalytical	6 months	This cookie remembers users' privacy choices for analytics cookies.	Fiosrú



### 3.2 Non-Essential Cookies

These cookies are provided by us and help us monitor the use and performances of our website. They help us identify how the user reached our website. The cookies are used to personalise and improve your experience by making it faster and easier to navigate through our website.

The Non-Essential Cookies are provided by Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies to help the website analyse how users use the site. The information generated by these cookies about your use of the website (including your IP address) will be transmitted to, and stored by, Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You do not have to consent to the use of these cookies, which are switched off by default on our website, unless you have chosen them. When you click on "Accept All Cookies", you consent to the processing of data about you by Google in the manner, and for the purposes, set out above.

#### List of Non-Essential Cookies (analytical)

Name	Expires	Purpose	Provider
_ga	2 Years	Used to distinguish users by assigning a unique identifier, helping track website usage.	Google Analytics
_gid	24 Hours	Tracks user behaviour on the website and distinguishes between different users.	Google Analytics
_ga_*	2 Years	Used to maintain session state and track user interactions across pages.	Google Analytics
_gat	1 Minute	Used to throttle the request rate to limit data collection on high-traffic websites.	Google Analytics
_gac_*	90 Days	Stores campaign-related information for Google Ads and integrates with Analytics.	Google Analytics
__utma	2 Years	Tracks the number of visits and the time of the first, previous, and current visit.	Google Analytics



__utmb	30 Minutes	Tracks the beginning of the user's session on the website.	Google Analytics
__utmc	Session	Used with __utmb to determine whether the user started a new session.	Google Analytics
__utmz	6 Months	Tracks the source of traffic, such as search engines, campaigns, or referring sites.	Google Analytics
__utmt	10 Minutes	Used to throttle the request rate to reduce data collection on high-traffic website	Google Analytics

### List of Marketing Cookies (YouTube Cookies)

Name	Expires	Purpose	Provider
VISITOR_PRIVACY_METADATA	6 months	This cookie is set by YouTube to track users' interaction with embedded content.	YouTube
VISITOR_INFO1_LIVE	180 days	This cookie is set by YouTube to keep track of user preferences for YouTube videos embedded in sites; it can also determine whether the website visitor is using the new or old version of the YouTube interface.	YouTube
YSC	Session	This cookie is used by YouTube to generate statistical data on the YouTube videos the user has seen.	YouTube



### 3.3 Type (how do we categorise the cookies)

Analytics	We set analytics cookies to collect information about how visitors use the website, for instance which pages visitors go to most often. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous.
Performance Cookies	We set performance cookies allow the website and ensure that it is performing correctly.
Functional cookies	We set functional cookies to allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features, such as playing a video. These cookies can also be used to remember changes you have made to text size, fonts and other parts of the web pages that you can customise.
Personalisation	Third parties use their own cookies to track performance, identify fraudulent and non-human traffic and serve you with relevant advertising where you have to consent to this.

### 3.4 Expiration (How long cookies last)

Session cookies	These cookies are added when a visitor starts to browse our website or interacts with a specific feature and are deleted when the browser is closed.
Persistent cookies	These cookies are added when a visitor starts to browse our website or interacts with a specific feature, but may remain stored on your device until a certain termination date is reached (in terms of minutes, days or years from the creation/update of the cookie).

### 3.5 Social Media

We have included social media buttons to our website. This provides a link to our **X** (formerly known as Twitter) account, LinkedIn and YouTube channel. We do not place any cookies or other trackers when you use these links from the website.

Fiosrú does not process personal data from social media platforms. You may come across Fiosrú on **X**, LinkedIn and YouTube through your own networks or by linking to them from the Fiosrú website. We use these platforms to inform, educate and engage with people about our work. If you are logged into your own account for any of the social media channels then these parties may use their own scripts and trackers to record that you have visited our social media account.



We use a social media platform because it is a valuable tool for us to raise awareness of the work we do with different audiences. The companies who own these platforms are commercial entities. We want to remind you that information shared by you on our timelines, on pages or in private messages on our social media may be used or sold by these companies for commercial purposes.

For more information about how these Third Parties process your information please read the links provided below:

Social Media Platform	Links
X (formerly known as Twitter)	<a href="#">Privacy Policy</a> - <a href="#">Cookies</a>
YouTube	<a href="#">Privacy Policy</a> - <a href="#">Cookies</a>
LinkedIn	<a href="#">Privacy Policy</a> - <a href="#">Cookies</a>

### 3.6 Where can I get more information about cookies?

You can find more information about cookies by visiting the following information websites:

[www.aboutcookies.org](http://www.aboutcookies.org)

[www.allaboutcookies.org](http://www.allaboutcookies.org)

## 4. Purposes for which we hold your Information

### Personal Data

Fiosrú will process any Personal Data you provide to us for the purposes of fulfilling our statutory functions under the Policing Security and Community Safety Act, 2024.

These are:

- Receive and deal with complaints made by members of the public concerning the conduct of garda members, as well as referrals made by the Garda Commissioner, the Minister for Justice or the Policing and Community Safety Authority.
- Conduct independent investigations into circumstances where it appears that the conduct of a Garda or Gardaí may have resulted in death or serious harm to a person;
- Investigate matters in relation to the conduct of Gardaí where it is in the public interest to do so even if no complaint has been made or no referral has been received;
- Consider any disclosure of relevant wrongdoing relating to An Garda Síochána which is made in accordance with section 7 of the Protected Disclosures Act, 2014.





## **Non-Personal Data**

We use the Non-Personal Data gathered from the visitors to our website in an aggregate form to get a better understanding of where our website visitors come from and to help us design and organise our website better.

### **4.1 Website Visitors**

The cookies contain an ID number, which is used to uniquely identify your browser and track each site you visit that has GA enabled.

Fiosrú use this data to find out the number of people using our sites and to better understand how they find and use our web pages. With this information, we can continually improve the information that we provide on our sites and the processes for actions such as contacting us. We can also use it to increase the number of new people finding our sites.

Google analytics stores the following data:

- Time of visit, pages visited, and time spent on each page of the webpages;
- Interactions with site-specific widgets;
- Referring site details (such as the URL a user came through to arrive at our sites);
- Type of web browser;
- Type of operating system (OS);
- Flash version, JavaScript support, screen resolution, and screen colour processing ability;
- Network location and IP address;
- Document downloads clicks on links leading to external website;
- Clicks on videos; and
- Scroll depth.

## **5. Disclosure of Information to Third Parties**

### **Personal Data**

We will not disclose your Personal Data to third parties except:

- To the extent that we are required to do so by law, and/or
- In compliance with the Policing Security and Community Safety Act, 2024 and/or
- To the extent that you consented to this disclosure.

The third parties to whom we may provide this information may include parties to the investigation, the Garda Commissioner, the Office of the Director of Public Prosecutions and the Policing and Community Safety Authority. The list is not exhaustive.



### **Non-Personal Data**

We may provide Non-Personal Data to third parties, where such information is combined with similar information of other users of our website. For example, we might inform third parties regarding the number of unique users who visit our website, the demographic breakdown of community users of our website or the activities that visitors to our website engage in while on our website.

## **6. Security**

Your Personal Data is held on secure servers. The nature of the internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the Internet. No data transmission over the Internet can be guaranteed to be 100% secure. However, we will take all reasonable steps (including appropriate technical and organisational measures) to protect your Personal Data.

## **7. Data Protection Rights**

Under data protection legislation you are entitled to apply to have your personal data updated and you may inform us at any time of any changes in your personal data. As an individual whose personal data is processed by Fiosrú, you have the following rights:

- The right to be informed, which is what this policy is for;
- The right to access the personal data, we hold about you, subject to lawful restrictions;
- The right to object to direct marketing;
- The right to object to processing carried out on the basis of legitimate interests;
- The right to erasure (in some circumstances);
- The right of data portability;
- The right to have your personal data rectified if it is inaccurate;
- The right to have your personal data restricted from processing.

To request information on what personal data we hold on you or to request to have your personal data updated, amended or removed from our database, please email [dataprotection@fiosru.ie](mailto:dataprotection@fiosru.ie) or write to:

Data Protection Officer  
Fiosrú, Office of the Police Ombudsman  
150 Upper Abbey Street  
Dublin 1  
D01 FT73



Following receipt, your application will be considered and a response will issue to you in this regard within the applicable statutory timeframe.

If you are not happy with the way we have handled cookies or your personal data, and are unable to resolve the issue with us personally, you can complain to the Data Protection Commission [here](#).

## **8. Direct Marketing**

Fiosrú does not engage in any direct marketing activity but we do conduct anonymous surveys from time to time. For certain surveys, e.g. customer satisfaction or attitudes surveys, the information received and processed is anonymous and cannot be traced back or used to identify an individual in any way. Such data will not be 'Personal Data' as defined in the Data Protection Legislation.

## **9. Retention**

We do not process or retain personal information in an identifiable format for longer than is necessary.

Fiosrú retains your data for as long as it is necessary to serve the purpose for which it was collected. For example, we will retain data relating to a complaint for the duration of the investigation of the complaint and in certain circumstances, where we have a legal or statutory obligation to do so, we may retain it for longer. This might occur if further legal action is taken following the completion of an investigation.

## **10. International Transfers**

The personal data that we collect from you is not generally transferred outside the European Economic Area (EEA). In the case that Fiosrú needs to transfer such data outside the EEA, it will ensure that an adequate level of data protection in that country exists that is no less protective than that which is provided in Ireland.

## **11. Review of Website Cookies Policy**

This Website Cookies Policy has been updated in line with changes to the legislation.

This policy will be subject to review to reflect any changes in technology or legislation.

Fiosrú will ensure that the most up to date version of its Website Cookie Policy will be posted on this website so you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it.

If at any time we decide to use personal data in a manner significantly different from that stated in this Website Cookie Policy, or otherwise disclosed to you at the time it was collected, we will notify you, and you will have a choice about whether we may use your information in the new manner.



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