



CANDIDATE INFORMATION BOOKLET

Open competition for appointment to the position of:

Clerical Officer

Transport Infrastructure Ireland

Closing date: Monday 28th April at 12 noon

PLEASE READ CAREFULLY

Transport Infrastructure Ireland is committed to a policy of equal opportunity.

GDPR Privacy Statement is appended to the back of the booklet

Contact: TII Human Resources
Department at jobs@tii.ie
URL: www.tii.ie

CLERICAL OFFICER

Transport Infrastructure Ireland

TITLE OF POSITION:	Clerical Officer
EMPLOYER:	Transport Infrastructure Ireland
LOCATION:	TII Offices on Parkgate Street, Dublin 8, or such other place as determined by TII. Blended Working arrangements in place.
DIVISION/DEPT:	<p>The successful candidate(s) may be appointed by TII to any one of its Divisions:</p> <ul style="list-style-type: none"> - Capital Programme - Commercial Operations - Business Services - Professional Services - Network Management - Corporate Services - Executive Office
REPORTING TO:	Line Manager

GENERAL:

Transport Infrastructure Ireland (TII) was set up to deliver and operate safe and efficient light rail and national road networks. TII's mission is to deliver transport infrastructure and services that contribute to the quality of life of the people of Ireland and support the country's economic growth.

In 2021 TII was delegated additional functions in relation to Active Travel and Greenways. TII is progressing a National Cycling Strategy, is now the Approving Authority under the Public Spending Code for rural Greenways and is actively engaged in the planning and design of other active travel facilities.

TII delivers on Government Policy as set out in the National Planning Framework, The NDP 2021 to 2030, The National Investment Framework for Land Transport, The Climate Action Plan 2023 and The Road Safety Strategy 2021 to 2030.

TII's ability to deliver and operate light rail and road networks efficiently is recognised, as evidenced by the portfolio of National Development Plan (NDP) 2021 to 2030, entrusted to TII and its partners to deliver.

There are three key areas under the remit of TII:

- 1) Investment in public transport infrastructure** to be delivered on behalf of the National Transport Authority (NTA) in line with the Transport Strategy for the Greater Dublin Area 2022-2042. This Strategy commits to the undertaking of appraisal, planning and design of Luas network expansion to Bray, Finglas, Lucan and Poolbeg. Importantly, the Plan also sets out a firm commitment to deliver a metro rail system known as MetroLink that will run from Swords to Charlemont, connecting Dublin Airport with the city centre and providing interchanges with other public transport services including Iarnród Éireann at Glasnevin, the DART at Tara Street and Luas at O'Connell Street and Charlemont. TII also delivers light railway infrastructure being planned in other cities. Currently TII is working in partnership with the NTA on the planning and design of Cork Light Rail Transit, which is expected to operate initially as a bus rapid transit system.
- 2) Investment in national roads, active travel and Greenway infrastructure** will be delivered in accordance with the guiding principles of the Department of Transport, National Investment Framework for Transport in Ireland and the Strategy for Future Development of National and Regional Greenways. The major roads, active travel and Greenways projects to be delivered and funding provisions are set out in the NDP 2021 to 2030.
- 3) Investment in maintenance and renewal expenditure** over the lifetime of the NDP to meet the required investment levels for the current transport network and for new projects as they come into service.

TII's ambitious plans for infrastructural delivery will drive Ireland's long term economic, environmental and social progress across all parts of the country over the next decade. The NDP, which is aligned with the delivery of the objectives of the National Planning Framework (NPF), sets out a roadmap and the level of investment which will underpin the NPF and drive its implementation over the next ten years.

To find out more about TII visit www.tii.ie.

BACKGROUND

TII wishes to recruit for a panel of Clerical Officers to provide clerical/administrative support to one or more of the Divisions mentioned above, each of which has a number of departments. These Divisions provide a wide range of technical, professional, commercial and support services in order to deliver upon TII's objectives across projects, corporate activities and commercial operations.

Successful applicants can expect a challenging, diverse and progressive environment within TII.

The successful candidate will be focused on ensuring that the wide range of administrative roles and functions are undertaken to the highest standards and in a timely and consistent manner.

ROLE, DUTIES AND RESPONSIBILITIES

The principal duties of the position will include:

- Organising meetings, preparing meeting packs, taking minutes, recording actions
- Preparation of and monitoring and reporting on department/project/contract correspondence
- Assisting with preparation of presentations as required
- Corresponding with internal and external parties including receipt and filing of incoming and outgoing correspondence, distribution of same and tracking of progress as necessary
- Creating / maintaining good quality and effective records/filing systems and conduct document searches – using document control systems as required
- Maintaining individual or team diaries
- Conducting routine accounts work, raising purchase orders, processing invoices and preparing spreadsheets
- Conducting routine administration/technical tasks as they arise for relevant departments
- Working with Word, Excel, databases etc. – data entry and data checks/reviews. Using Microsoft Office packages (Word, Excel, Outlook and Powerpoint in particular)
- Providing assistance on MS Teams (including webinar production and similar), other shared access platforms and file repositories
- Co-ordinate/prepare for project/departmental events
- Supporting fellow team members and line managers as may required
- The provision of cover for TII Reception as may be required in the absence of reception staff.
- Undertaking such tasks and duties as may be assigned appropriate to the grade.

All the divisions within TII have inter-dependant responsibilities and close cooperation, collaboration and teamwork are required across the whole organisation to meet tight deadlines.

Note: *The functions and responsibilities assigned to this position are based on the current stated role and may be changed from time to time. The person appointed will be required to demonstrate the flexibility necessary to fulfil other roles and responsibilities at a similar grade within TII.*

ESSENTIAL REQUIREMENTS

Character

Each candidate must be of good character.

Health

A candidate for and any person holding the role must be fully competent and capable of undertaking duties attached to the role and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education & Experience

The successful candidate will be required to demonstrate the key competencies for a Clerical Officer position, as well as the following experience and job-specific requirements:

Essential Eligibility Criteria

- Leaving Certificate or equivalent
- At least 1 years' relevant and satisfactory experience of working in a busy office environment.

Desirable Attributes for this role:

- Excellent verbal and written communication skills, in particular letter and/or report writing, and strong interpersonal skills
- Intermediate to advanced level MS Office experience – particularly Word, Excel and MS Teams and preferably some PowerPoint, plus the ability to pick up other software/systems quickly
- Proven data gathering, recording and processing skills
- A highly motivated team player, with strong multitasking capabilities
- Excellent organizational skills
- Ability to work to tight deadlines and prioritise tasks effectively and efficiently
- Proactive and able to demonstrate initiative
- An attention to detail and accuracy at all times even when conducting routine/repetitive work
- Good judgement and able to demonstrate a focus on quality of output
- Be willing to learn
- Fluency in the English language, both written and oral.

Note:

In order to assure the shortlisting panel that you satisfy these requirements you must explicitly reference how you meet the requirements in your application. Failure to demonstrate these may prevent your application progressing to future shortlisting stages.

Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications and evidence of fluency in the English language.

Candidates who are unable to show that they hold the required qualifications may be withdrawn from the competition at any stage. An invitation to interview or any element of the selection process is not acceptance of eligibility.

PRINCIPAL CONDITIONS OF SERVICE

Pay

The scale of pay for Clerical Officer as of 1 March 2025 is as follows:

Personal Pension Contribution (PPC) Pay Scale:

€30,797 - €47,950 personal pension contribution (PPC) rate. This salary is payable to an individual who is required to make a personal pension contribution (PPC) to their main pension (in general those persons whose initial appointment to the Public Service is on or after 6th April 1995). This rate will apply where the appointee is a new entrant or an existing civil or public servant appointed on or after 6th April 1995 and is required under law to make a personal pension contribution.

Non PPC Scale:

€29,534 - €45,878 non personal pension contribution (non-PPC) rate. This salary is payable to an individual who is not required to make a personal pension contribution (PPC) to their main pension scheme.

Note:

- Entry salary will be at the minimum point of the scale and will not be subject to negotiation
- Different pay and conditions may apply if, immediately prior to appointment, the appointee is already a serving Civil Servant or Public Servant
- The rate of remuneration may be adjusted from time to time in line with Government pay policy.

Tenure

Full time, permanent position subject to satisfactory completion of probation period.

Annual Leave

The appointee will be entitled to 22 days annual leave a year rising to 23 after 5 years' service, 24 after 10 years' service, 25 days after 12 years' service and 26 days after 14 years' service. This leave is exclusive of public holidays.

Superannuation and Retirement

The successful candidate will be offered the appropriate superannuation terms and conditions as prevailing in the Civil 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 www.singlepensionscheme.gov.ie

Where the appointee has worked in a pensionable (non-Single Scheme terms) public service job in the 26 weeks prior to appointment or is currently on a career break or special leave with/without pay different terms may apply. The pension entitlement of such appointees will be established in the context of their public service employment history.

Key provisions attaching to membership of the Single Scheme are as follows:

- Pensionable Age: The minimum age at which pension is payable is 66
- Retirement Age: Scheme members must retire on reaching the age of 70.
- Career average earnings are used to calculate benefits (a pension and lump sum amount accrue each year and are up-rated each year by reference to CPI).
- Post retirement pension increases are linked to CPI.

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, (the 2012 Act). **Please note: In applying for this position you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office will support an application for an abatement waiver in respect of appointments to this position.**

However, if the appointee was previously employed in the Civil or Public Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular7/2010 VER/VRS or the Department of Environment, Community & Local Government Circular letter LG(P) 06/2013 which, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements may, however, be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under **Strands 1, 2 or 3** of this scheme and is subsequently employed **in any capacity in any area of the public sector**, payment of pension to that person under the scheme **will immediately cease**. Pension payments will, however, be resumed on the ceasing of such employment or on the person's 60th birthday, whichever is the later, but on resumption, the pension will be based on the person's actual reckonable service as a teacher (i.e. the added years previously granted **will not be taken into account** in the calculation of the pension payment).

Ill-Health Retirement

Please note that where an individual 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 Accrual

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 (i.e. non-Single Scheme) as per the 2012 Act shall apply. This 40-year limit is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Additional Superannuation Contribution

This appointment is subject to the Additional Superannuation Contribution (ASC) in accordance with the Public Service Pay and Pensions Act 2017.

Eligibility and Certain Restrictions on Eligibility to Compete

Candidates should note that eligibility to compete is conditional upon candidates, where applicable, having the necessary requisite work permits/visas/permissions to enable them to work legally in this country.

Appointments from panels

It is envisaged that a panel of qualified individuals will be established from which vacancies for this position may be filled within 12 months from date of appointment to panel. Qualification and placement on a panel is **not** a guarantee of appointment to a position. Please note that once an offer of appointment has been accepted a candidate will be removed from the panel and no further offers of appointment will be made.

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 may not 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 Scheme (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 monies. 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 the schemes or other Public Sector Voluntary Redundancy Schemes are not eligible to compete in this competition.

Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013)

The Department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the *Collective Agreement: Redundancy Payments to Public Servants* dated 28 June 2012 as detailed above, it is a specific condition of that VER Scheme that persons will not be eligible for re-employment in any Public Service body [as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011 and the Public Service Pensions (Single Scheme and Other Provisions) Act 2012] for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or as an employee of a contractor).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform 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. 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)

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement. 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.

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 successful candidate.

APPLICATION & SELECTION PROCESS

How to Apply

Please submit the 3 documents as set out below to jobs@tii.ie

- a) A short cover letter/ personal statement (i.e. no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.
- b) A comprehensive CV, detailed as relevant to the position (no longer than 3 pages);
- c) A fully completed Key Achievements Form (attached).

We request that **all three documents are submitted in a single word document or PDF** where possible.

Please note that omission of any or part of the 3 requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Requests for Reasonable Accommodations

TII, in line with the Employment Equality Acts 1998-2015, will ensure that it does all that is reasonable to accommodate the needs of a person who has a disability and will ensure that its services are accessible across the range of disabilities.

If you require reasonable accommodations made, please indicate this during the application process by emailing jobs@tii.ie. Any requests for reasonable accommodation need to be accompanied by a medical/psychologist's report, the purpose of which is to provide TII with information necessary to make the decision on reasonable accommodation as promptly as possible. TII will consider each request on a case by case basis. Such medical information, if

required, must only be sent directly to the TII HR department via HR@tii.ie. All information provided will be treated as strictly confidential.

Requests for Documentation/Information in an Alternative Format

All documents/information related to the application process is available in an alternative format. You can make a request for documents/information in an alternative format by emailing jobs@tii.ie. Please provide the following details when making a request:

- Name, address, contact details
- Details of document/information being requested
- The information format sought

All requests will be acknowledged within 3 working days of receipt and will be dealt with within 10 working days. Where a delay in providing the requested information occurs, TII will confirm the new date the person can expect to receive the information. If TII is unable to provide the requested information, the reason will be explained fully in writing to the person making the request.

Closing Date

The closing date and time for applications is 12pm (noon) on Monday 28th April 2025.. Applications received after the specified deadline cannot be accepted.

If you do not receive an acknowledgement of receipt of your application within 2 working days of applying, please email jobs@tii.ie

Selection Methods

TII will convene an expert board to carry out the competitive stages of the selection process to the highest standards of best practice. The approach employed may include:

- An initial screening by the TII Careers Team to identify eligible candidates who meet the minimum educational requirements and required period of work experience
- Shortlisting of candidates on the basis of the information contained in their application;

- A competitive, competency focused, interview via Microsoft Teams
- Presentation/Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate; and
- Reference and online checks.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill the position. While you may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, TII may decide that a smaller number only will be called to interview. In this respect, TII provides for the employment of a short listing process to select a group for interview who, based on an examination of the documents provided by you, appear to be the most suitable for the position.

This is not to suggest that other candidates are necessarily unsuitable, or incapable of undertaking the job, rather that there are some candidates who are, *prima facie*, better qualified and/or have more relevant experience.

During any short listing exercise that may be employed, TII is guided by an interview board who examine the applications and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/ experience on your application.

Prior to recommending any candidate for appointment to this position TII 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.

Interviews

The onus is on each applicant to ensure that she/he is in receipt of all communications from TII. Candidates should make themselves available on the date(s) specified by TII and should make sure that their contact details specified on their application are correct. TII will not be responsible for refunding any expenses incurred by candidates for attendance at interview.

Candidates' Rights – Review Procedures in relation to the Selection Process

TII will consider requests for review in accordance with its Recruitment & Selection Policy.

References

TII would appreciate it if you would start considering names of people who you feel would be suitable referees (1 - 2 names and contact details). The referees listed do not have to include your current employer, but should be in a position to provide a work reference for you. Please be assured that TII will only collect the details and contact your referees should you come under consideration at interview stage.

The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that TII is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Should the person recommended for appointment decline, or having accepted it, relinquish

it, TII may at its discretion, select and recommend another person for appointment from the panel on the results of this selection process.

Deeming of candidature to be withdrawn

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

Appendix A

Key competencies relevant to the position of Clerical Officer:

Team Work
<p>Shows respect for colleagues and co-workers</p> <p>Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</p> <p>Offers own ideas and perspectives</p> <p>Understands own role in the team, making every effort to play his/her part</p>
Information Management / Processing
<p>Approaches and delivers all work in a thorough and organised manner</p> <p>Follows procedures and protocols, understanding their value and the rationale behind them</p> <p>Keeps high quality records that are easy for others to understand</p> <p>Draws appropriate conclusions from information</p> <p>Suggests new ways of doing things better and more efficiently</p> <p>Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc.</p>
Delivery of Results
<p>Takes responsibility for work and sees it through to the appropriate next level</p> <p>Completes work in a timely manner</p> <p>Adapts quickly to new ways of doing things</p> <p>Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes</p> <p>Writes with correct grammar and spelling and draws reasonable conclusions from written instructions</p> <p>Identifies and appreciates the urgency and importance of different tasks</p> <p>Demonstrates initiative and flexibility in ensuring work is delivered</p> <p>Is self-reliant and uses judgment on when to ask manager or colleagues for guidance</p>

Customer Service & Communication Skills
<p>Actively listens to others and tries to understand their perspectives/requirements/needs</p> <p>Understands the steps or processes that customers must go through and can clearly explain these</p> <p>Is respectful, courteous and professional, remaining composed, even in challenging circumstances</p> <p>Can be firm when necessary and communicate with confidence and authority</p> <p>Communicates clearly and fluently when speaking and in writing</p>
Specialist Knowledge, Expertise and Self Development
<p>Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.</p> <p>Clearly understands the role, objectives and targets and how they fit into the work of the unit</p> <p>Is committed to self-development and continuously seeks to improve personal performance</p>
Drive & Commitment to Public Service values
<p>Consistently strives to perform at a high level and deliver a quality service</p> <p>Serves the Government and people of Ireland</p> <p>Is thorough and conscientious, even if work is routine</p> <p>Is enthusiastic and resilient, persevering in the face of challenges and setbacks</p> <p>Is personally honest and trustworthy</p> <p>At all times, acts with integrity</p>

Key Achievements Form

Having read the competencies and thought about the demands of the role, for each of the five competencies below, please briefly (max 250 words for each) demonstrate a specific example which illustrates how you have developed the relevant competency during your career to date and which clearly demonstrates your suitability for this position.

Ideally, your answer should highlight include all elements of the STAR competency framework – which is outlined below:

Situation	Present a challenging situation you found yourself in
Task	What did you need to achieve from the situation?
Action	What action did you personally take to achieve this?
Result	What was the result of your action?

These examples may be assessed as part of the shortlisting process.

Please complete all sections of the form below.

Name: _____

Team work:

Answer:

Information Management/Processing:

Answer:

Delivery of Results:

Answer:

Customer Service and Communication Skills:

Answer:

Specialist Knowledge, Expertise and Self Development:

Answer:

GDPR Privacy Statement- Recruitment Process

Purpose of Processing

TII conducts a competency based recruitment process to fill vacancies within the organisation. To complete this, interested individuals are asked to submit a CV, Cover Letter and Key Achievements form 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, TII's 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 for people who can be contacted to validate work records and/or comment on suitability of the applicant for the TII position in question. These people shall be contacted and the applicants name will need to be provided to receive the reference.
Company Doctor	TII will use your personal details to refer you to the company doctor if considered for appointment

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 2 years.

For successful candidates, their application will be placed on their employee file and retained during their employment and for 7 years 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/transferable format, at any time
Erasure	You can request the data held be erased. We have outlined the anticipated retention period above.
Rectification	You can request that any incorrect information, due to this information being updated or otherwise, be corrected.
Objection	You can object to this information being processed

If you have any questions or complaints about TII's use of your personal data, please contact TII's Data Protection Officer:

- By post: Data Protection Officer, Transport Infrastructure Ireland, Parkgate Business Centre, Parkgate Street, Dublin 8, D08 DK10
- By phone: +353 1 646 3600
- By email: dataprotection@tii.ie

You also have the right to lodge a complaint with the Data Protection Commission if you are not happy with the way we have used your information or addressed your rights. Details of how to lodge a complaint can be found on the Data Protection Commission's website.