



Carlow County Council

Data Access Request Procedure

General Data Protection Regulations June 2018

It is the policy of Carlow County Council to have a central point of access for Data Protection requests as well as providing assistance to requesters. The requests are channelled through the Data Protection Officer for timely processing. You can contact this office by email to dpo@carlowcoco.ie or in writing to Data Protection Officer, Carlow County Council, Athy Road, Carlow.

A data subject has the right of access to personal data which have been collected concerning themselves. Carlow County Council will endeavour to ensure this right can be exercised easily through the process hereunder.

These are:

- It must be in writing.
- Carlow County Council will make reasonable enquiries to satisfy itself about the identity of the person making the request to ensure personal data is only released to those entitled to it.
- Subject Access Requests will be dealt with as soon as may be and in any event not more than one month of receipt in accordance with the new regulations.
- If no action is taken on the request within one month the controller “shall inform the data subject of their right to lodge a complaint with the Supervisory Authority and is a deemed refusal.
- The response time on a request may be extended by “two further months where necessary, taking into account the complexity and number of requests. This extension must be informed to the data subject within one month of receipt of request, together with the reason for delay.
- In the event of receiving a very general Data Access Request, e.g. “please give me everything you have on me”, additional information may be sought on the nature of the request, such as the approximate date of a particular incident, our reference number, the identity of the other party, etc.
- There is no charge for making a Data Access Request however where requests are manifestly unfounded or excessive in particular because of their repetitive nature the controller may charge a reasonable fee or refuse to act on the request.
- The controller shall provide a copy of the personal data to the requester. If further copies are requested by the data subject, the controller may charge a reasonable fee based on administrative costs.

Other rights which exist for Data Subjects under the GDPR include:-

- ✓ The data subject shall have a right to obtain from the controller without undue delay the **rectification** of inaccurate personal data concerning themselves.
- ✓ The data subject shall have the right to obtain from the controller the **erasure** of personal data concerning themselves without delay where specific grounds apply (Article 17 (1) GDPR).
- ✓ The data subject shall have the right to obtain from the controller restriction of processing their data under Article 18 (1) a-d of the GDPR.