**Introduction**

At Saint John of God Community Services, your privacy and data protection rights are very important to us.

**Data Protection** is the safeguarding of the privacy rights of individuals in relation to the processing of personal data, in both paper and electronic format. The Data Protection Acts 1988 and 2003 (the “Data Protection Acts”) lay down strict rules about the way in which personal data and sensitive personal data are collected, accessed, used and disclosed. The Data Protection Acts also permit individuals to access their personal data on request, and confer on individuals the right to have their personal data amended if found to be incorrect.

Inquiries about this access request policy (“Access Request Policy”) should be made to Data Protection Officer, Saint John of God Services, Hospitaller Ministries Headquarters, Hospitaller House, Stillorgan, Co. Dublin.

This Access Request Policy is supplemented (and may be amended) by specific policies and procedures adopted by Saint John of God Community Services and its agencies.

1. **Purpose**

This document outlines Saint John of God Community Services Access Request Policy to help ensure our compliance the access request provisions of the Data Protection Acts. The policy was approved by the Board of Saint John of God Community Services, on 28 February 2014.

**2.0 Procedures**

**2.1 Making an Access Request**

Under the Data Protection Acts, you may receive a copy of your personal data held by Saint John of God Community Services and its agencies on request, subject to payment of a fee of €6.35.

In order to respond to your request we require you to:

1. Complete, sign and date the Access Request Form\*. Please be as specific as possible about the information you wish to access;
2. Attach a photocopy of your proof of identity and address to accompany the Access Request Form;
3. Enclose a cheque or postal money order payable to Saint John of God Community Services in the amount of €6.35; and
4. Post the Access Request Form to us at Data Protection Officer, Saint John of God Services, Hospitaller Ministries Headquarters, Hospitaller House, Stillorgan, Co. Dublin.

* If you cannot download the Access Request Form from the internet please write to us requesting a form at Data Protection Officer, Saint John of God Services, Hospitaller Ministries Headquarters, Hospitaller House, Stillorgan, Co. Dublin.

**2.2 Responding to your Access Request**

Once we have received your fully completed Access Request Form, your proof of identity and address and the prescribed fee we shall respond to you within the statutory period of forty (40) days in accordance with applicable law.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to The Data Protection Officer, Saint John of God Services, Hospitaller Ministries Headquarters, Hospitaller House, Stillorgan, Co. Dublin.

If you are not satisfied with the outcome of your access request or outcome of your complaint, you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you. The Data Protection Commissioner’s website contains useful information on access requests and other data protection issues at [www.dataprotection.ie](http://www.dataprotection.ie)

**2.3 Responsibility**

Overall responsibility for ensuring compliance with the access request provisions of the Data Protection Acts rests with Saint John of God Community Services. However our responsibility varies depending upon whether we are acting as either a Data Controller or a Data Processor.

All employees and contractors of Saint John of God Community Services who separately collect, control or process the content and use of personal data are individually responsible for compliance with the Data Protection Acts. The Data Protection Officer is Saint John of God Community Services Data Protection Officer, and co-ordinates the provision of support, assistance, advice, and training throughout Saint John of God Community Services and its agencies to ensure the group’s services are in a position to comply with the legislation.

**3.0 Review**

This Access Request Policy will be reviewed regularly in light of any legislative or other relevant developments.

****

Important: A fee of €6.35, a photocopy of your proof of identity (e.g. passport or driver’s licence) and a photocopy of proof of address (e.g. utility bill) must accompany this Access Request Form (see Note below).

|  |
| --- |
| **Section A - please complete this section**  **Full Name**…………………………………………………………….  **Postal address**  …………………………………………………………………………  …………………………………………………………………………  …………………………………………………………………………  …………………………………………………………………………  **Telephone/e-mail\***  …………………………………………………………………………(include area code)  \* we may need to contact you to discuss your Access Request |

|  |
| --- |
| **Section B - please complete this section**  I, …………………………………………………..[insert name] wish to have access to data that I believe Saint John of God Community Services retains on me as outlined below (please include the name of service(s) and any reference number relevant to your access request)  …………………………………………………………………..…………………………………………………………………………………………………………..…………………………………………………………………………………………………………………………..………………………………………………………………………………………………………………..………………………………………………………………………………………………………………..………………………………………………………………………………………………………………..………………………………………………………………………………………  Signed……………………………………………..Date…………………………… |

|  |  |  |
| --- | --- | --- |
| **Checklist: Have you:** | **Yes** | **No** |
| completed the Access Request Form in full? |  |  |
| 1. attached a photocopy of proof of your identity and address? |  |  |
| 1. included a cheque or postal money order made payable to Saint John of God Community Services in the amount of €6.35? |  |  |
| 1. signed and dated the Access Request Form? |  |  |

If you have ticked ***No*** to any question above we regret we cannot process your request.

Please return this form to: **Data Protection Officer, Saint John of God Services,** **Hospitaller Ministries Headquarters, Hospitaller House, Stillorgan, Co. Dublin.**

Note: we require proof of the applicant’s identity and address to ensure that the person making this access request is acting legitimately

**Office Use only: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**