

Q. How do I access a copy of my personal data held by the Coombe Women & Infants University Hospital (CWIUH)?

There are two ways you can apply to request access to a copy of your personal data:-

- 1. General Data Protection Regulations (GDPR) 2016 / Data Protection Act 1988-2018**
- 2. Freedom of Information (FOI) Act 2014**

Q. What does the General Data Protection Regulations (GDPR) 2016 and the Data Protection Act 2018 mean?

The Coombe Women & Infants University Hospital (CWIUH) collects and processes various categories of information/data both personal and non-personal. Any personal data processed must be done in accordance with the GDPR and the Data Protection Acts 1988-2018.

- You have the right to request access to a copy of your personal data and find out what information is held about you in the CWIUH on computer and on manual records.
- A request such as this is called a **Subject Access Request (SAR)**.
- There is no requirement to mention the GDPR or the Data Protection Act when making your request.
- You are only entitled to request access to information relating to yourself.
- You will be asked to provide a copy of photographic identification (i.e. drivers license/passport) and proof of address (i.e. utility bill / drivers license) before records are released to you.
- GDPR or the Data Protection Act do not apply to deceased persons records.

Q. What can I do if I am not happy with the CWIUH's response to my SAR?

In the event that you are not happy with the outcome of your request you may appeal it to the Office of the Data Protection Commission (contact details below). Please contact the CWIUH Data Protection Office initially as we may be able to help (contact details below).

Q. What does the Freedom of Information (FOI) Act 2014 mean?

An FOI request can include both personal and non-personal information. An FOI request must state that the request is being made under the FOI Act.

Under FOI legislation you have the following rights:-

- To request access to a copy of your own personal information
- To request to have personal information held on you corrected or updated where such information is incomplete, incorrect or misleading.
- To request access to official records held by the hospital
- To be given reasons for decisions taken by the hospital that affect you.
- If requesting access to personal records/information, you will be asked to provide a copy of photographic identification (i.e. drivers license/passport) and proof of address (i.e. utility bill / drivers license) before your records are released to you.

Q. What can I do if I am not happy with the CWIUH's response to my FOI request?

In the event that you are not happy with the outcome of your request, you can apply to have it appealed internally to the Freedom of Information Office in the first instance and then on to the Office of the Information Commissioner (contact details below).

Q. What do I need to do if I wish to make a request for information/a copy of records as above:

- Your request should be sent to us in writing by letter or email.

To enable efficient processing of your request, please choose **ONLY ONE** of the following options;-

Freedom of Information request	Data Protection / GDPR request (no requirement to mention Data Protection or GDPR)
FOI Office, Data Governance Department, Coombe Women & Infants University Hospital, Dublin 8 D08 XW7X	Data Protection Office, Data Governance Department, Coombe Women & Infants University Hospital, Dublin 8 D08 XW7X
Telephone: 01 408 5316 / 5489	Telephone: 01 408 5316 / 5489
Email: foi@coombe.ie	Email: dataprotection@coombe.ie

Q. What information / documents should I provide in my letter/email?

- State if you are applying for records under the FOI Act. There is no requirement to mention the GDPR or Data Protection Act. If you are not applying under FOI, your request will be processed in line with the GDPR / Data Protection Act.
- State your Name, Date of Birth and address (current and previous)
- Confirm postal address for sending the records to, if different to above
- Provide proof of address (i.e. copy of utility bill / drivers license)
- Provide your Hospital / chart number (if you have it?)
- Please give as much detail as possible about the records you are requesting access to, this will assist with processing your request in a timely manner
- Provide a mobile / contact number, in case we need to contact you about your request.
- Provide a copy of photographic identification (i.e. drivers license / passport)

Please note:

- Records will be provided on a CD, the CD will be password protected and sent by registered post
- The copy of your identification/proof of address will not be retained once it has been verified

Q. How long will it take to get the records/information I am looking for?

An acknowledgement of your request will issue within two weeks of receipt, in most cases your request will take up to 4 weeks to process. In some instances, this timeframe may be longer, in the event that this happens with your request a member of the team will be in touch to let you know.

Q. Where can I find out more information on Data Protection and Freedom of Information?

More information on Data Protection and Freedom of Information is available from the following sources:

The Information Commissioners Office

Email: info@oic.ie

Website: www.oic.ie

Data Protection Commission

Email: info@dataprotection.ie

Website: www.dataprotection.ie