



# Checklist for Organisations



## 1 Point of Contact

Have a single point of contact who will coordinate any incoming Access Requests. Any written request from an individual asking for access to their personal data is valid.



## 2 Timelines

Note the date on which you received the request. That is day one, for the purposes of deciding timelines.



## 3 Deadlines

You have 21 calendar days to comply with a Section 3 request, and 40 calendar days to comply with a Section 4 request.



## 4 Proof of I.D

If you are unsure of the identity of the requester, you are entitled to contact them as soon as possible and ask for proof of identification. The 40-day time-limit does not begin until the requester's identity has been confirmed, but you must not use this facility to unduly delay the process.



## 5 Need More Information

If you need more information to identify what data the requester is looking for, contact them without delay. This is included in the 40-day time limit.



## 6 Fees & Charges

You can charge a fee (€6.35) for Section 4 requests. Notify the requester and compile the information they seek. You can withhold the information until the €6.35 is paid, but you must be ready to hand over the data immediately the fee is received.



## 7 Amendments

You must not make any changes to, or destroy, the individual's records once you have received a Section 3 or Section 4 request, even if the information is incorrect or potentially embarrassing. Scheduled routine amendments (such as calculating interest) can continue after a request has been received.



## 8 Your Obligations

If the data contains information about other people, you are obliged to redact or withhold that information, unless (i) the other parties give their consent or (ii) the information was supplied in an official capacity in the course of work.



## 9 Unfamiliar Terms or Codes

If the information contains codes or terms that would be unfamiliar to the requester, you must provide an explanation.



## 10 Data Forms

You must provide a copy of the data in a form that is accessible to the requester. Prepare a detailed list of the data that you will be releasing, as this is of assistance if disputes arise over records that are incomplete or withheld.