



## Raise a concern with us

*Report a potential concern to the Data Protection Commission*

*You should use this form if you wish to contact us about a potential concern / infringement of your data protection rights. Please then send this form to [info@dataprotection.ie](mailto:info@dataprotection.ie), including no more than 200 characters in the body of the email. For any general queries please complete the following form <https://www.dataprotection.ie/docs/Raise-a-concern/1716.htm>.*

**Note: DPC require all concerns to be in the format prescribed below and require full/accurate responses to each of the questions posed.**

[\*] Represents questions that are mandatory

### **What should I have done prior to submitting this form?**

Where you have a concern in relation to the manner in which an organisation has handled your personal data, the DPC recommends that you write to the organisation to clarify the legal basis on which it processed your data. This will allow the organisation an opportunity to clarify the matter directly with you in the first instance. If you are dissatisfied with any response received from the organisation, or if you do not receive a response, you can revert to this Office for further assistance. Please provide us with copies of any correspondence exchanged with the organisation, as this will assist us in our assessment of the matter.

You may wish to use the below template when raising your concern with an organisation.  
**Please copy and paste this text into your email/saved document before editing.**

### How do I raise a concern with the DPC?

If the organisation has been unable, or unwilling, to resolve your data protection concern, you can raise the matter with the DPC.

The following may assist you when raising a matter with the DPC.

- ✓ Do clearly identify the nature of your concern and the dates on which the alleged processing of your personal data occurred.
- ✓ Do clearly identify the organisation to which your concern relates.
- ✓ Do restrict your correspondence to the data protection elements of your concern.
- ✓ Do outline the steps you have taken to have your concerns dealt with by the organisation
- ✓ Do provide copies of written correspondence between you and the organisation.
- ✓ Do provide any documentary evidence/material to support your concern.
  
- ❖ Please try to present your concern in an organised manner and do not reuse a concern raised with another organisation as the basis of raising a concern with the DPC.
- ❖ Please only attach relevant documentation and we will contact you if we require further information.

**The DPC requires documentary evidence/material to support the concern that you are raising in order for us to assess whether there has been an infringement of your data protection rights.** This may include emails/letters/photographs etc relating to your concern. Please forward this material as an attachment when submitting this form, taking care to ensure only relevant material is supplied.

The following web page <https://www.dataprotection.ie/docs/Raise-a-concern/1716.htm> sets out what we require in respect of:

1. Access request concerns
2. Direct marketing concerns
3. All other concerns

### Where do I send this form?

Send your complete form to [info@dataprotection.ie](mailto:info@dataprotection.ie) or to the following postal address:

Data Protection Commission  
Canal House  
Station Road  
Portarlinton  
R32 AP23 Co. Laois

## Definitions:

Terminology:	Definition:
Cross-border processing	<p>As per Article 23 of the GDPR, 'cross-border processing' means either:</p> <ul style="list-style-type: none"><li>a) The processing of personal data which takes place in the context of the activities of establishments in more than one member state of a controller or processor in the Union where the controller or processor is established in more than one Member State; or</li><li>b) Processing of personal data which takes place in the context of the activities of a single establishment of a controller or processor in the Union but which substantially affects or is likely to substantially affect data subjects in more than one Member State.</li></ul>

### 1. Are you contacting the DPC (select one only)\*:

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*Where you are contacting us on behalf of another individual, please attach a letter of authority signed by the individual, confirming you act on their behalf.*

### 2. Why do you wish to contact DPC (select one only)\*:

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### 3. Further information (where applicable):

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3.1 If your concern is in relation to a personal data breach, and the organisation has provided you with a reference number, please provide the reference number below. Please note: breach reports from organisations should be notified to us via the relevant Breach Notification Form available at <https://www.dataprotection.ie/docs/GDPR-Overview/m/1718.htm>.

3.2 If your concern is in relation to an access request please allow the organisation one month (from the date on which it received your request) to respond. We also suggest that you send a reminder letter affording the organisation a further reasonable time (e.g. 14 days) to response. Please also clarify the date your original access request was made to the organisation.

3.3 If this form is in relation to an existing case, please insert your case reference number, your name (4.1) and proceed to the section where additional information is required.

#### 4. About you\*:

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4.1 Please enter your full name\*:

4.2 Please enter your email address\*:

4.3 Please enter your postal address (including your eircode):

4.4 Please enter your phone number\*:

Max length 300 characters

#### 5. Details about the organisation to which your concern relates\*:

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5.1 Name of the organisation\*:

5.2 Name/email of a contact within the organisation:

5.3 Reference number (if any)\*:

5.4 Country in which the organisation is based\*:

5.5 Does your concern relate to cross-border data processing?

*Refer to Section 7 for a definition of 'cross-border'*

5.6 Does your concern relate to data processed for the purposes of prevention, detection or prosecution of criminal offences or the execution of criminal penalties in the State?

## 6. Please outline why you wish to raise a concern with DPC\*:

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*Please include what happened, when it happened (please specify dates), how you were affected, whether you have contacted the Data Controller / Processor about the matter, their response and when their response was provided.*

Please continue on the next page if required

