

My data protection rights factsheet: Getting a copy of your data

You have the right to get a copy of any information that an organisation holds about you. This is known as the right of access.

What do I do if I want a copy of the data that social media companies have about me?

Social media apps usually have an “access my data” or “download my data” tool in the account settings page which allows you to do this quickly and easily. However, you also have the right to ask for a copy of your data directly, for example by sending the organisation an email or by calling their helpdesk. The key thing is they have to make it EASY for you to ask for your data.

Are there any limits on what I can get?

Sometimes there are certain rules that might stop an organisation from giving you a full copy of your data. One reason for this is **data can often involve more than one person**. Think for example of group photos or instant messages between you and your friends on social media. If you ask for data involving other people, the organisation will have to think carefully about what’s fair for everyone, and may have to withhold some stuff. But they still have to answer you and give you as much data as they can!

Are there any special words I need to use to make my access request?

You don’t need to mention any laws or use any special words when asking for your data. All that matters is that it’s clear that you’re asking for a copy of your data.

Once you’ve made your request, the company needs to reply to you within one month. If you don’t hear anything within one month then you can complain to the Data Protection Commission (DPC).

You also have the right to **move your data from one company to another**. This is known as **the right to data portability**. You might use this right if you’re changing email providers and want to copy over all of your contacts. It’s important to note that there are some rules around when you can use this right, and it mightn’t always be possible to do it, but you can always ask the organisation or the DPC for advice if you’re unsure.

What data protection rights do I have?

You can find more information about all your data protection rights on the DPC’s website: <https://www.dataprotection.ie/en/dpc-guidance/childrens-data-protection-rights>