

Transcript: 'Know Your Data' – Documents to include when you contact us with a query

Welcome to 'Know Your Data', a podcast by the Irish Data Protection Commission. My name is Graham Doyle and I am the Head of Communications here at the DPC. Since the introduction of the GDPR in May 2018 we've seen a huge increase in the number of people who are contacting our office, as individuals become more aware of their rights. Our office has been contacted almost 50,000 times and we've received over 7,000 complaints. The most common queries to this office generally relate to access requests, erasure, or right to rectification, as well as requests and queries in relation to electronic direct marketing.

So with this in mind it's important to know what supporting documentation you need to include when you contact us with such a query or complaint. So in this quick fire episode I'm going to run through what you need to if you were contacting us with a query or issue relating to an access request, erasure request or request to rectification.

There are a number of things we would ask you for, and it is recommended that you include them. When you first contact us we will look for the original request that you sent to the organization, to whom you made your request. This is important to include so we can see exactly what it is you asked for. If you sent an organization a reminder letter or an e-mail, then please include that as well. Finally we will also need the response, if any, that you received from an organization, as well as any other correspondence that you had in relation to the request you submitted.

It's also important to remember that the DPC cannot make a request for access rectification or erasure on behalf of an individual, you must assert your own data protection rights initially by making the request, and then if you don't receive a response to that request, or if you're dissatisfied with the response you receive, then you can bring them out to the attention of this office.

If you're contacting us about a direct marketing issue make sure to include the direct marketing material you received and any communication that you had with the organisation. If you had contacted them to opt out of their direct marketing material, including the phone number, if the material was sent to you either via text or you receive a call. So if you receive an e-mail that the electronic

direct marketing was done through, send us on those details too. Remember if you provide all the required supporting documentation up front it should speed up the process, as it removes the need for us to contact you again for information.

You can find more information about your data protection rights and obligations on our website www.dataprotection.ie and if you're not sure about any of the terms that we've used in this podcast you can find a list of definitions of key data protection terms there as well. This has been 'Know Your Data' Podcast from the Data Protection Commission of Ireland. Don't forget you can find us on Twitter and Instagram @DPCIreland and on LinkedIn @DataProtectionIreland.

Thank you for listening.