

# Frequently asked questions (FAQs) – Freedom of Information

## What is Freedom of Information?

The Freedom of Information Act gives you the right to access records held by Fáilte Ireland. If you are refused access to records we will tell you why. A decision on your request will normally be made within four weeks. In certain circumstances, we may extend this four-week period. If this happens, we will contact you, tell you why and give you a new decision date.

The Freedom of Information Act came into effect for Fáilte Ireland on 21 October 1998.

## What can I ask for?

You can ask for the following records held by Fáilte Ireland:

- Any records relating to you personally, regardless of when they were created
- All other records created after 21 October 1998

## Will there be a charge?

Fáilte Ireland must charge for requests for non-personal records. A fee of €15.00 must accompany your request. A reduced fee of €10.00 applies if you hold a medical card. In some circumstances you may also be charged a fee for the "search and retrieval" of records (€20.95 per hour) and the cost of photocopying documents (4c per page). Generally there will not be any charge for requests for personal information.

## Can I appeal against the decision?

Yes. If you are not satisfied with a decision you may ask Fáilte Ireland for an internal review of the decision. This will be conducted by a more senior officer, and will normally be completed within three weeks. Applications for internal reviews relating to non-personal records cost €75.00 (there is a reduced fee of €25.00 for medical card holders).

## Where can I get more information?

Fáilte Ireland has published a reference book in accordance with the FOI Acts. A copy of the book (Section 15 Reference Manual) can be downloaded from our website at [www.failteireland.ie](http://www.failteireland.ie). You can also check the website of the Office of the Information Commissioner [www.oic.gov.ie](http://www.oic.gov.ie).

## How do I apply?

1. You must apply **in writing**.
2. You can download the form from [www.failteireland.ie](http://www.failteireland.ie).
3. Your application should state clearly that your request is made under the Freedom of Information Acts.
4. Include the relevant fee if it applies to you.
5. Send your application by post to:

Fáilte Ireland  
FOI Unit  
Amiens Street  
Dublin 1  
Telephone 01 884 7700  
Fax 01 855 6821  
Email [foi@failteireland.ie](mailto:foi@failteireland.ie)