

Frequently Asked Questions

Do I need to make an FOI request to get information from Fáilte Ireland?

No. Fáilte Ireland provides a lot of information about its work on its website which is freely available to you. Additional information is now made available in our [FOI Publication Scheme](#) which can be found in the Freedom of Information section of our corporate website.

The publication scheme provides this information under six headings: general information; our services; decision-making processes for major policy proposals; financial information; procurement and miscellaneous (for information routinely sought).

FOI provides an additional source of information by facilitating access to records not routinely made available.

How does FOI work?

The Freedom of Information Act 2014 gives you a legal right to:

- Access official records held by public bodies listed in the Acts
- Have official information about you changed where it is inaccurate, incomplete or misleading
- Access the reasons for decisions made by public bodies that affect you

These rights mean that you can seek access to personal information held by public bodies, no matter when the information was created, and to other non-personal information created after 21 October 1998. The Freedom of Information Act came into effect for Fáilte Ireland on 21 October 1998.

The Act defends your right to access official information to the greatest extent possible, as long as it is in the public interest and does not infringe other people's right to privacy.

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.

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

However, in order to allow FOI bodies to properly conduct their business, it will sometimes be necessary to exempt from release certain types of information in some circumstances. These exemptions are set out in the FOI Act and apply to all FOI bodies. Among the key exemptions are records relating to:

- Law enforcement and security
- Confidential and commercially sensitive information
- Personal information of a third party (i.e. someone other than the person making the request).

Requests for access to records may also be refused if they are deemed to be unclear or of such a volume as to substantially or unreasonably interfere with or disrupt the work of Fáilte Ireland.

How do I make an FOI request?

You should send a request in writing, either by post or email to:

Fáilte Ireland FOI Unit
88 – 95 Amiens Street
Dublin 1
Tel: 01-884 7781
Email: foi@failteireland.ie

Your request should include the following:

- A statement that the request is being made under the FOI Act
- As much information as possible about the records being sought. If you are looking for information which is personal, you will be asked to provide appropriate identification
- Details of the format in which you wish to receive any records released (e.g. photocopies etc)

[Download a copy of the FOI application form here.](#)

[Tá leagan gaeilge den Fhoirm Iarratais un Shaoráil ar fáil anseo.](#)

Will there be a charge?

There is no charge for submitting a request.

For non-personal requests, other charges may be applied for the time spent finding records and for any reproduction costs incurred by Fáilte Ireland (search, retrieval and copying charges).

Where the cost of search, retrieval and copying is less than €101, no fee is charged. Where the cost of search, retrieval and copying is greater than €500 but less than €700, a maximum charge of €500 applies. Where the cost of search, retrieval and copying is greater than €700, Fáilte Ireland can refuse to process the request.

Details of actual charges relating to your request will be notified to you in writing. Payment should be made by way of Electronic Funds Transfer. Please contact the FOI Unit for bank details at:

Freedom of Information Unit

Fáilte Ireland

88 – 85 Amiens Street

Dublin 1

Phone: 01-884 7781

Email foi@failteireland.ie

List of fees

- There is no charge for submitting a request
- Search and Retrieval – €20 per hour (for requests that exceed the €100 minimum in terms of search, retrieval and copying), subject to the ceilings mentioned above.
- €0.04 per sheet for a photocopy
- Internal review fee €30 (€10 for medical card holders)
- Appeal to the Information Commissioner €50 (€15 for medical card holders)

Notes:

There is no charge if the records concerned contain only your personal information, unless there are a significant number of records.

If you are claiming a reduced application fee for internal review or an appeal to the Information Commissioner, your request must be accompanied by the Medical Card registration number, issuing Health Board name and your consent to the verification of these details with that Health Board.

Can I appeal against the decision?

Yes. If you are not satisfied with a decision, you may ask Fáilte Ireland for an internal review within 4 weeks 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 €30 (€10 for medical card holders). There is no fee for internal review applications for personal information for the applicant or in relation to a decision to impose a fee or deposit.

What if I am not happy with the decision at internal review?

If you are not satisfied with the outcome of the internal review you may make an appeal to the Office of the Information Commissioner (OIC). If you wish to make an appeal to the OIC you must do so within six months of the date of our internal review decision.

If you make an appeal to the OIC they will fully investigate and consider the matter and issue a fresh decision. All appeals should be addressed to:

The Information Commissioner
18 Lower Leeson Street
Dublin 2
Tel: +353-1-639 5689
Locall: 1890 22 30 30
Fax: +353 – 1- 693 5674
Email: info@oic.ie

A fee of €50 (reduced fee of €15 for medical card holders or dependents of medical card holders) may apply for such an application. There is no fee for appeals to the Office of the Information Commissioner concerning only personal information relating to oneself or in relation to a decision to impose a fee or deposit.

Where can I get more information on FOI?

More comprehensive information on Freedom of Information, including the text of the Freedom of Information Act 2014, is available at www.foi.gov.ie .

[You can also visit the website of the Office of the Information Commissioner for more information.](#)

Can I get help in making a request?

Yes. If you need help preparing your request, the staff in the FOI Unit will be happy to assist you. You can contact us at 01-884 7781 or email foi@failteireland.ie