



**Fáilte Ireland**  
National Tourism Development Authority

# Guide to Making a Personal Access Data Request

## Introduction

Faillte Ireland is aware of its obligations as a data controller, with primary responsibility for, and a duty of care towards the personal data within its control. Fáilte Ireland is a data controller with reference to the personal data which it manages, processes and stores. Data subjects whose personal data is held Failte Ireland are entitled to ask whether the data controller is processing any personal data about that individual and, if so, to be given:

- 1) A description of the personal data;
- 2) The purposes for which they are being processed;
- 3) Information on any organisation to whom that personal data is being, or might be disclosed.

The data subject must also be told about the sources from which the data controller derived the information so long as those sources are available to the controller, and for a copy of the information held, in response to a valid request to that effect.

## Subject Access Request Procedure

To see a copy of your own data held by Failte Ireland you will need to submit a written request, email or use the online form. Then send it to the Failte Ireland Data Protection at [dataprotection@failteireland.ie](mailto:dataprotection@failteireland.ie) or

In writing to: Data Protection Officer, Fáilte Ireland, Unit 2 Nesson House,  
Riverview Business Park, Bessboro Road, Blackrock, Cork T12 R8HE , Ireland

enclosing proof of identity, such as staff ID card, or copy of driving licence or passport You are encouraged to complete the Subject Access Request Form (online) to assist Fáilte Ireland in accurately identifying the location(s) of the personal data. However, any request in writing is acceptable. Fáilte Ireland must respond to you within one month to your request once it has received all the relevant information.

By making a request via this form email or online you will received the information back via email.

By making a request via post you will receive the information via post.



## **Charges**

No. normally there is no fee for this request.

***Please note:- Where the request is regarded as manifestly unfounded or excessive a reasonable charge will be made taking into account of the administration costs of providing the information.***

### ***List of fees for manifestly unfounded or excessive requests***

- ***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 including duplicate copies***

## **How to make the process faster?**

- You should include any details that will help the organisation locate their personal data, e.g. staff ID numbers, the date-range of the data.
- As much information as possible about the personal data being sought.
- You may be asked to provide appropriate identification
- Details of the format in which you wish to receive any records released (e.g. photocopies etc)

## **Can I get help in making a request?**

Yes. If you need help preparing your Personal Data Access Request, the staff in the GDPR Unit will be happy to assist you.

Additional assistance can be given by looking at *“Frequently Asked Questions Personal Data request”* (Link)

You can contact us at 1890 697000 or [data.protection@failteireland.ie](mailto:data.protection@failteireland.ie)

or

Data Protection Officer, Fáilte Ireland, Unit 2 Nesson House,  
Riverview Business Park, Bessboro Road, Blackrock, Cork T12 R8HE , Ireland



**Fáilte Ireland**  
National Tourism Development Authority

## Other sources of information

The Data Protection Commission is responsible the Governance of the General Data Protection Regulations (GDPR). Information about this legislation and Subject Access Request is available on <https://www.dataprotection.ie/docs/Accessing-Your-Personal-Information/r/14.htm> and <https://www.dataprotection.ie/docs/Home/4.htm> .

Further information can be found on <http://gdprandyou.ie/>