Data Access Request Policy

**Introduction**

Under Data Protection Legislation, an individual has the right to request access to personal data related to them that is held by an organisation. This policy outlines the process to be followed when making such a request.

**Procedure for making a Data Access Request:**

Data Access Requests must be in writing. A Data Access request form can be obtained from (NAME/POSITION/DEPARTMENT) or downloaded from our website. Alternatively, you may write to (PERSON/POSITION).

In order to assist us in dealing with your request we would ask you to be as specific as possible about the information that you wish to access. It may be useful to provide information relating to interactions you have had with the company, and if possible specific dates and/or times that you had contact with the company.

Where a large amount of personal data is held by the company you may be requested to provide more information in relation to the specific type of date you are requesting access to.

In order to ensure personal data is not disclosed to the wrong person, you may be asked to provide proof of identity. Acceptable forms of identification include: an ID number in conjunction with name and address or date or birth; your signature or a copy of a utility bill.

If you wish a third party to submit a data access request on your behalf, written authorisation must be provided.

Your request will be responded to without delay, but at the latest, within one month of receipt of the request.

In exceptional circumstances, where it is deemed that the request is particularly complex, this deadline may be extended by up to an additional two months. However, if this is the case, COMPANY will write to you within one month of receipt of your request and outline the reasons for this delay.

If you are not satisfied with the outcome of your access request you are entitled to make a complaint to the Data Protection Commissioner who may investigate the matter for you.