

Purpose of this policy

This document outlines Dublin City South Volunteer Centre's Access Request Policy to help ensure compliance with the access request provisions of the Data Protection Acts

Procedures in making an Access Request

Under the Data Protection Acts, you may receive a copy of your personal data held by Dublin City South Volunteer Centre on request.

In order to respond to your request we require you to:

- Write requesting the Access Request Form from The Manager, Dublin City South Volunteer Centre, 76 Thomas Street, Dublin 8 and we shall send you a copy by return post.
- Complete, sign and date the Access Request Form*.
- Be as specific as possible about the information you wish to access.
- Attach a photocopy proof of identity and a utility bill confirming address to the Access Request Form.
- Return the completed Access Request Form to The Manager, Dublin City South Volunteer Centre, 76 Thomas Street, Dublin 8.

Please note the following important requirements;

- we reserve the right not to process an access request that is not made in our Access Request Form format;
- we do not accept access requests via telephone, email or text message.

Responding to your Access Request

Once we have received your fully completed Access Request Form, your proof of identity and address we shall respond to you within the statutory period of forty (40) days.

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. The Data Protection Commissioner's website contains useful information on access requests and other data protection issues at www.dataprotection.ie.

This Access Request Policy is supplemented (and may be amended) by specific policies and procedures adopted by the Board of Dublin City South Volunteer Centre Ltd.

Responsibility

Overall responsibility for ensuring compliance with the access request provisions of the Data Protection Acts rests with Dublin City South Volunteer Centre. However our responsibility varies depending upon whether we are acting as either a Data Controller or a Data Processor.

All employees, volunteers and clients of Dublin City South Volunteer Centre who separately collect, control or process the content and use of personal data are individually responsible for compliance with the Data Protection Acts.

The Data Protection Co-ordinator is Dublin City South Volunteer Centre's Manager, and coordinates the provision of support, assistance, advice, and training throughout the Dublin City South Volunteer Centre Group to ensure the Group is in a position to comply with the legislation.

Review

This Access Request Policy will be reviewed regularly in light of any legislative or other relevant developments.