

*IRISH NATIONAL TEACHERS' ORGANISATION*

# SUBJECT ACCESS REQUEST POLICY AND PROCEDURES

## 1 INTRODUCTION

This document provides the process for individuals to use when making an access request, along with the protocols followed by the Irish National Teachers' Organisation (*hereinafter referred to as the "Organisation"*) when such a request is received.

The Organisation is required to collect personal information to effectively and compliantly carry out our everyday business functions and services and, in some circumstances, to comply with the requirements of the law and/or regulations.

As the Organisation processes personal information regarding individuals (*data subjects*), we are obligated under the General Data Protection Regulation (GDPR) and relevant data protection legislation to protect such information, and to obtain, use, process, store and destroy it, in compliance with the GDPR and its principles.

### 1.1 THE GENERAL DATA PROTECTION REGULATION

The General Data Protection Regulation (GDPR) gives individuals the right to know what information is held about them, to access this information and to exercise other rights, including the rectification of inaccurate data. The GDPR is a standardised regulatory framework which ensures that personal information is obtained, handled and disposed of properly.

As the Organisation is obligated under the GDPR and Irish data protection laws, we abide by the GDPRs' principles, ***which ensure that personal information shall be: -***

- a)*** processed lawfully, fairly and in a transparent manner in relation to the data subject (***'lawfulness, fairness and transparency'***)
- b)*** collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes (***'purpose limitation'***)
- c)*** adequate, relevant and limited to what is necessary in relation to the purposes for which it is processed (***'data minimisation'***)
- d)*** accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay (***'accuracy'***)
- e)*** kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed (***'storage limitation'***)
- f)*** processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures (***'integrity and confidentiality'***).

The Regulation also requires that *'the controller shall be responsible for, and be able to demonstrate, compliance with the GDPR principles' ('accountability')*. The Organisation has adequate and effective measures, controls and procedures in place that protect and secure your personal information and guarantee that it is obtained, processed and disclosed in accordance with the relevant data protection laws and regulations.

## 2 WHAT IS PERSONAL INFORMATION?

***Information protected under the GDPR is known as "personal data" and is defined as: -***

*"Any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."*

Further information on what constitutes personal information and your rights under the data protection regulation and laws can be found at [www.dataprotection.ie](http://www.dataprotection.ie).

## 3 THE RIGHT OF ACCESS

Under Article 15 of the GDPR, an individual has the right to obtain, from the controller, confirmation as to whether personal data concerning them are being processed. We are committed to upholding the rights of individuals and have dedicated processes in place for providing access to personal information. ***Where requested, we will provide the following information: -***

- the purposes of the processing
- the categories of personal data concerned
- the recipient(s) or categories of recipient(s) to whom the personal data have been or may be disclosed
- If the data have been transferred to a third country or international organisation(s) *(and if applicable, the appropriate safeguards used)*
- the envisaged period for which the personal data will be stored *(or the criteria used to determine that period)*
- where the personal data were not collected directly from the individual, any available information as to the source

### 3.1 HOW TO MAKE A SUBJECT ACCESS REQUEST (SAR)?

A subject access request (SAR) is a request for access to the personal information that the Organisation holds about you, which we are required to provide under the GDPR (*unless an exemption applies*). The information that we provide is covered in section 3 of this document.

You can make this request in writing by completing the INTO Subject Access Request Form (page 8-9). Where the form is emailed, we may provide the requested information in a commonly used electronic form (*unless otherwise requested by the data subject*).

### 3.2 WHAT WE DO WHEN WE RECEIVE AN ACCESS REQUEST

#### Identity Verification

Subject Access Requests (SAR) are forwarded to the DPO as soon as received and a record of the request is made. The DPO will use all reasonable measures to verify the identity of the individual making the access request.

We will utilise the request information to ensure that we can verify your identity and where we are unable to do so, we may contact you for further information, or ask you to provide evidence of your identity prior to actioning any request. This is to protect your information and rights.

If a third party, relative or representative is requesting the information on your behalf, we will verify their authority to act for you and, again, may contact you to confirm their identity and gain your authorisation prior to actioning the request.

#### Information Gathering

If you have provided enough information in your SAR to collate the personal information requested about you, we will gather all relevant (as per your request) documents relating to you and ensure that the information required is provided in an acceptable format. If we do not have enough information to locate your records, we may contact you for further details. This will be done as soon as possible and within the timeframes set out below.

#### Information Provision

Once we have collated the personal information held about you, we will send this to you in writing (*or in a commonly used electronic format if requested*). The information will be in a concise, transparent, intelligible and easily accessible format, using clear and plain language.

## 4 FEES AND TIMEFRAMES

We aim to complete all access requests within 30 days and provide the information free of charge.

Whilst we provide the information requested without a fee, further copies requested by the individual may incur a charge to cover our administrative costs.

The Organisation always aim to provide the requested information at the earliest convenience, but at a maximum 30 days from the date the request is received. However, where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months. If this is the case, we will write to you within 30 days and keep you informed of the delay and provide the reasons.

## 5 YOUR OTHER RIGHTS

Under the GDPR, you have the right to request rectification of any inaccurate data held by us. Where we are notified of inaccurate data, and agree that the data is incorrect, we will amend the details immediately as directed by you and make a note on the system (*or record*) of the change and reason(s).

We will rectify any errors within 30 days and inform you in writing of the correction and where applicable, provide the details of any third-party to whom the data has been disclosed.

If, for any reason, we are unable to act in response to a request for rectification and/or data completion, we will provide a written explanation to you and inform you of your right to complain to the Supervisory Authority and to seek a judicial remedy.

In certain circumstances, you may also have the right to request from the Organisation the erasure of personal data or to restrict the processing of personal data where it concerns your personal information; as well as the right to object to such processing. You can use the contact details in section 7 to make such requests.

## 6 EXEMPTIONS AND REFUSALS

The GDPR contains certain exemptions from the provision of personal information. If one or more of these exemptions applies to your subject access request or where the Organisation does not act upon the request, we shall inform you at the earliest convenience, or at the latest within one month of receipt of the request.

Where possible, we will provide you with the reasons for not acting and with details about lodging a complaint with the Supervisory Authority and your right to seek a judicial remedy. Details of how to contact the Supervisory Authority are laid out in section 7 of this document.

## 7 SUBMISSION & LODGING A COMPLAINT

In order to make a Subject Access Request (SAR), please complete the form on page 8-9 and return by post (details below) or by email to the INTO Data Protection Officer at [dpo@into.ie](mailto:dpo@into.ie)

Alternatively please contact us at [dpo@into.ie](mailto:dpo@into.ie), call us at **+3531804700** or write to us (contact details below):

**Grainne Cleary**  
**Data Protection Officer**  
**INTO**  
**35 Parnell Square**  
**Dublin 1**  
**DO1 ET35**

If you are dissatisfied with our actions or wish to make an internal complaint, you can contact us in writing at: -

**Sheila Nunan**  
**General Secretary**  
**INTO**  
**35 Parnell Square**  
**Dublin 1**  
**DO1 ET35**

## 7.1 SUPERVISORY AUTHORITY

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Data Protection Commissioner (for Republic of Ireland) or Information Commissioner's Office (for Northern Ireland). The contact details are:

- Data Protection Commissioner – Republic of Ireland  
Canal House - Station Road  
Portarlinton  
R32 AP23 Co Laois  
  
Dublin Office  
21 Fitzwilliam Square  
Dublin 2 - DO2 RD28  
  
Telephone: 057 8684800 / 0761 104 800  
Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)  
Visit: <https://dataprotection.ie>
- The Information Commissioner's Office – Northern Ireland  
3rd Floor  
14 Cromac Place  
Belfast - BT7 2JB  
  
Telephone: 028 9027 8757 / 0303 123 1114  
Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)  
Visit: <https://ico.org.uk/>

## Subject Access Request Form

<p>Under the Data Protection Acts 1988-2018 and the General Data Protection Regulation ('Data Protection Laws') you may use this form to request information about, and access to, any personal data we hold about you. Details on where to return the completed form can be found at the end of the document.</p>			
<b>1. Personal Details:</b>			
Member name		DOB:	___ / ___ / _____
INTO Membership No.:		Email:	
Member's Contact No.:			
Member's Postal Address:			
Any other information that may help us to locate your personal data (e.g. Payroll no., School Roll no.):			
<b>2. Specific Details of the Information Requested:</b>			
<p><b>3. Representatives</b> (only complete if you are acting as the representative for a data subject) Please Note: We will contact the member for proof of authorisation</p>			
Representative's Name:		Relationship to Data Subject:	
Telephone No:		Email:	
Representative's Address:			
I confirm that I am the authorised representative of the named data subject:			
Representative's Name: _____		Signature: _____	



<b>4. Confirmation</b>
Data Subject's Name: _____ [print name]
Signature: _____ Date: ____/____/____
<b>5. Completed Forms</b>
<i>For postal requests, please return this form to:</i> Grainne Cleary Data Protection Officer Irish National Teachers' Organisation 35 Parnell Square Dublin 1
<i>For email requests, please return this form to:</i> Grainne Cleary at <a href="mailto:dpo@into.ie">dpo@into.ie</a>

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