

IRISH HAEMOCHROMATOSIS ASSOCIATION

SUBJECT ACCESS REQUEST PROCESS

1 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 is being processed. 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 will be disclosed
- If the data has 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 was not collected directly from the individual, any available information as to its source

2 HOW TO MAKE A SUBJECT ACCESS REQUEST (SAR)?

A subject access request (SAR) is a request for access to the personal information that IHA holds about you, which we are required to provide under the GDPR (*unless an exemption applies*).

You can make this request in writing using the details provided in Section 5, or you can submit your access request electronically. Where a request is received by electronic means, we will provide the requested information in a commonly used electronic form (*unless otherwise requested by the data subject*).

3 WHAT WE DO WHEN WE RECEIVE AN ACCESS REQUEST

Identity Verification

Subject Access Requests (SAR) are assessed as soon as received and a record of the request is made. The person in charge will use all reasonable measures to verify the identity of the individual making the access request, especially where the request is made using online services. This is to protect your data 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 any request.

Information Gathering

If you have provided enough information in your SAR to collate the personal information held about you, we will gather all 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 all the personal information held about you, we will send this to you in writing (*or in a commonly used electronic form if requested*).

4 FEES AND TIMEFRAMES

We aim to complete all access requests within one month and provide the information free of charge. Where the request is made by electronic means, we provide the information in a commonly used electronic format, unless an alternative format is requested.

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 always 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 Irish Haemochromatosis Association, 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 5 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 Irish Haemochromatosis Association 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 any possibility of 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 5 of this document.

7 SUBMISSION & LODGING A COMPLAINT

To submit your SAR, you can contact the Irish Haemochromatosis Association, Executive Director, Data Protection Lead at:

TEL: +353 (1) 873 5911

EMAIL: info@haemochromatosis-ir.com

The Irish Haemochromatosis Association, The Carmichael Centre, North Brunswick Street, Dublin 7.

7.1 SUPERVISORY AUTHORITY

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Irish Data Protection Supervisory Authority. The Data Protection Commission can be contacted at:

Data Protection Commission
Canal House
Station Road
Portarlinton
R32 AP23 Co. Laois

Telephone +353 57 8684800 / +353 (0)761 104 800

Lo Call Number 1890 252 231

Fax +353 57 868 4757

E-mail info@dataprotection.ie