

Q. How do I access a copy of my personal data held by the Coombe Women & Infants University Hospital (CWIUH)?

There are three ways you can apply to request access to a copy of your personal data:-

1. **Routine Access**
2. **General Data Protection Regulations (GDPR) 2016 / Data Protection Act 2018**
3. **Freedom of Information (FOI) Act 2014**

Q. What does Routine Access mean?

The CWIUH routinely makes personal information available to Women attending it's services and to it's employees. It is not always necessary to apply through FOI or Data Protection legislation.

FOI and Data Protection provide an additional source of facilitating access to records that may not be available routinely to you.

Q. What does the General Data Protection Regulations (GDPR) 2016 and the Data Protection Act 2018 mean?

The GDPR and the Data Protection Act 2018 came into effect in 2018. Under this legislation you have the right to request access to a copy of your personal data and find out what information is held about you in the CWIUH on computer and on manual records. You are only entitled to request access to information relating to yourself.

Q. What can I do if I am not happy with the CWIUH's response to my Data Protection request?

In the event that you are not happy with the outcome of your request you may appeal it to the Office of the Data Protection Commission (contact details below). Please contact the CWIUH Data Protection Office initially as we may be able to help (contact details below).

Q. What does the Freedom of Information (FOI) Act 2014 mean?

Under FOI legislation you have the following rights:-

- to request access to a copy of your own personal information
- to request to have personal information held on you corrected or updated where such information is incomplete, incorrect or misleading.
- to request access to official records held by the hospital
- to be given reasons for decisions taken by the hospital that affect you.

Q. What can I do if I am not happy with the CWIUH's response to my FOI request?

In the event that you are not happy with the outcome of your request, you can apply to have it appealed internally to the Freedom of Information Office in the first instance and then on to the Office of the Information Commissioner (contact details below).

Q. What do I need to do if I wish to make a request for information/a copy of records as above:

Your request should be sent to us in writing by letter or email.

To enable efficient processing of your request, please choose **ONLY ONE** of the following options;-

Routine Access to your records	Freedom of Information request	Data Protection / GDPR request
Record Request Office, Data Governance Department Coombe Women & Infants University Hospital, Dublin 8 D08 XW7X	FOI Office, Data Governance Department, Coombe Women & Infants University Hospital, Dublin 8 D08 XW7X	Data Protection Office, Data Governance Department, Coombe Women & Infants University Hospital, Dublin 8 D08 XW7X
Telephone: 01 408 5316	Telephone: 01 4085 681 / 5489	Telephone: 01 408 5681 / 5489
Email: recordrequest@coombe.ie	Email: foi@coombe.ie	Email: dataprotection@coombe.ie

Q. What information should I provide in my letter/email?

- your Name, Date of Birth and address (current and previous)
- confirm postal address for sending the records to, if different to above
- what way you are applying: i.e. Routine, Data Protection or FOI.
- hospital / chart number (if you have it?)
- As much detail as possible about the records you are requesting to assist with processing your request in a timely manner
- A mobile / contact number, in case we need to contact you about your request.

Q. Will I be asked for any documentation?

You will be asked to provide a copy of photographic identification, i.e. passport / driver's license.

Q. How long will it take to get the records/information I am looking for?

Requests will be acknowledged within two weeks of receipt, in most cases your request will take up to 4 weeks to process. In some instances this timeframe may be longer, if so, you will be contacted by this office.

Q. Where can I find out more information on Data Protection and Freedom of Information?

More information on Data Protection and Freedom of Information is available from the following sources:

The Information Commissioners Office
Email: info@oic.ie
Website: www.oic.ie

Data Protection Commission
Email: info@dataprotection.ie
Website: www.dataprotection.ie