



Data Access Request Guidance

Guidance for Data Subjects to assist in making a Data Access Request

Under Section 91 of the Data Protection Bill 2018 and Article 15 of the General Data Protection Regulation (GDPR), you have a right to obtain a copy of any information relating to you being processed by daa. All you need to do is write to us and ask for it under the Data Protection Bill and/or GDPR. We refer to these requests as Data Access Requests.

Do you require evidence of identity?

For security reasons, we require evidence of identity to make sure that personal information is not given to the wrong person, so we ask that you assist us by sending the following:

- A signed Data Access Request by post, or a scanned copy of a signed Data Access Request by email
- Your postal address so we can send a copy of your information to you
- A copy of a recent utility bill, with a matching postal address for validation, and
- A copy of current passport or drivers licence, to confirm your identity.

As this process is in place to help us protect your data from accidental or unauthorised disclosure, we appreciate your assistance in this matter.

Can I request that my data be released to a 3rd party?

Yes – if you wish to have a 3rd party (such as your solicitor) make a Data Access Request on your behalf, you must ensure that your Data Access Request letter specifically authorises daa to release your data to the named 3rd party.

If the 3rd party is not a recognised law firm (i.e. solicitors who hold a current practising certificate as listed on the Law Society website), then we may need to authenticate the 3rd party to ensure that the request is not fraudulent.

Can I send the request via email?

Yes – we are happy to correspond with you via post to the postal address below or via email to dataprotection@daa.ie. Please note that

- we do not send out personal data on foot of a Data Access Request via email unless specifically requested to do so. This is for security reasons as a sealed letter is generally considered more secure than a standard (unencrypted) email.
- we do not recommend sending personal data to us via email for the same reason.

What should I write in the request?

Your request should read as follows:

Dear Data Protection Officer,

I wish to make an access request under Section 91 of the Data Protection Bill 2018 and/or Article 15 of the General Data Protection Regulation for a copy of any information you keep about me, on computer or in manual form in relation to [state the nature of the request here].

Is there a time limit for daa to respond to my request?

Yes – we have 30 days to respond to your request. This 30-day time limit will commence once we are satisfied you have provided valid identification. For complex requests, we are entitled to extend to 30-day time limit. In any case, we will inform you in advance.

Do you need additional information?

Please provide as much information as possible to assist us to locate the data that you are interested in accessing. Include any additional details that would help to locate your information – for example, a customer account number or staff number, dates or times if the data relates to specific events.

Where do I send the request?

All additional information relating to Data Access Requests under Section 91 of the Data Protection Bill 2018 and/or Article 15 of the General Data Protection Regulation, should be provided by writing to:

Data Protection Officer,
IT Security, daa plc,
Cargo Building 6,
Corballis Park,
Dublin Airport,
Co Dublin.

Or via email to dataprotection@daa.ie.

Do I need to pay a fee?

No – daa does not charge for Data Access Requests.

If you have any further queries, please contact the Data Protection Officer at the address above, or via email at dataprotection@daa.ie.