



Data Access Request Guidance

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

Under Section 4 of the Data Protection Acts, 1988 and 2003, you have a right to obtain a copy of any information relating to you kept on computer or in a structured manual filing system or intended for such a system by daa. All you need to do is write to us and ask for it under the Data Protection Acts. 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, with a return postal address
- a copy of a recent utility bill, with a matching address, and
- a copy of current passport or driver's licence.

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 e-mail?

No – while we are happy to correspond with you via e-mail once we have received your request, the initial Data Access Request must be made formally and in writing and sent to the postal address below.

For your convenience, if you wish to send supporting documents via e-mail, please send them to dataprotection@daa.ie; however, please note that

- the initial Data Access Request must be made formally and via post
- we do not recommend sending personal data via e-mail
- we do not send out personal data on foot of a Data Access Request via e-mail.

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 4 of the Data Protection Acts 1988 and 2003 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].

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 4 of the Data Protection Acts 1998 and 2003, should be provided by writing to:

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

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 e-mail at dataprotection@daa.ie.