



Data Subject Rights Guidance

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

Under the Data Protection Act 2018 and Articles 15 to 22 of the General Data Protection Regulation (GDPR), you are entitled to exercise certain rights with respect to your personal information. This applies to all personal information being processed by daa. They include the following:

- Access your personal data by making a Data Access Request
- Rectification, erasure or restriction of your information where this is justified
- Object to the processing of your information where this is justified
- Data portability

All you need to do is write to us and ask for it under the Data Protection Act and/or GDPR. We refer to these requests as Data Subject Rights Requests.

Do you require evidence of identity?

For security reasons, we require evidence of identity to make sure that any personal information disclosed, amended or erased relates to the individual making the request, so we ask that you assist us by sending the following:

- A signed Request by post, or a scanned copy of your signed Request by email
- Your postal address so we can send a copy of your information to you if necessary
- 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 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.

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.

What should I write in the request?

If you require a copy of your data, 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].

For all other requests relating to Data Subject Rights, your request should read as follows:

Dear Data Protection Officer,

I wish to make a request under Article [15 to 22] of the General Data Protection Regulation in relation to [state the relevant data held by daa here].

I would like to request that daa [please state the specific data subject right you wish to exercise] this data.

[Please state the reason you wish to exercise this right and include any other relevant information].

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 may extend the 30-day time limit to 90 days. 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 referring to. 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 Subject Rights Requests under Article 15 to 22 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 Subject Rights Requests.

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