

12 LVC Access Request Policy

Prepared By: John Cotterell

Approved By: Tony Mullins and Dolores Minogue on behalf of Louth Volunteer Centre Board

Change Management Record

Date	Change Detail	Made By	Approved By	Date of approval
03/08/2016	Addition of change record table	Ann	Gráinne	03/08/2016

Purpose of this policy

This policy is a statement of Louth Volunteer Centre's (LVC) commitment to protect the rights and privacy of individuals and compliance with the Data Protection Acts.

The Data Protection Acts 1988 and 2003 (the "Data Protection Acts") lay down strict rules about the way in which personal data is collected, accessed, used and disclosed. The Data Protection Acts permit individuals to access their personal data on request, and gives individuals the right to have their personal data amended if found to be incorrect.

Inquiries about this Data Protection Policy should be made to The Manager, Louth Volunteer Centre, Old Motor Taxation Office, Bolton Street, Drogheda Louth.

Collecting Information About You

We collect and use information to provide the following services:

- to gather statistics on the age, gender and nationality of volunteers.
- to provide a Volunteer Placement Service.
- to provide a Garda Vetting Service
- to provide training services.
- to undertake advertising, marketing, direct recruitment and public relations exercises.
- to provide personnel, payroll and pension administration services.
- to update databases within Louth Volunteer Centre.
- to enhance or improve your experience on our Services.
- to provide you with online services.

Data Protection Principles

We will carry out our responsibilities under the Data Protection Acts in accordance with the

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following eight Data Protection principles:

1. Obtain and process information fairly
LVC will obtain and process your personal data fairly and in accordance with statutory and other legal obligations.
2. Keep it only for one or more specified, explicit and lawful purposes
LVC will keep your personal data for purposes that are specific, lawful and clearly stated to you. Your personal data will only be processed in a manner compatible with these purposes and as outlined to you.
3. Use and disclose only in ways compatible with these purposes
LVC will only disclose personal data that is necessary for the purpose/s or compatible with the purpose/s for which Louth Volunteer Centre collects and keeps the data as outlined to you.
4. Keep it safe and secure
LVC will take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of your personal data and against its accidental loss or destruction.
5. Keep it accurate, complete and up-to-date
LVC will adopt procedures that ensure high levels of data accuracy, completeness and that your data is up-to-date.
6. Ensure it is adequate, relevant and not excessive
LVC will only hold your personal data to the extent that it is adequate, relevant and not excessive.
7. Retain for no longer than is necessary
LVC have a retention policy for your personal data.
8. Give a copy of his/ her personal data to that individual, on request
LVC adopt procedures to ensure that data subjects can exercise their rights under the Data Protection legislation to access their data when permitted by law.

Responsibility

Overall responsibility for ensuring compliance with Data Protection Acts rests with Louth Volunteer Centre. However our responsibility varies depending upon whether we are acting as either a Data Controller or a Data Processor.

All employees, volunteers and clients of Louth Volunteer Centre who separately collect, control or process the content and use of personal data are individually responsible for compliance with the Data Protection Acts.

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The Data Protection Coordinator in Louth Volunteer Centre coordinates the provision of support, assistance, advice, and training throughout Louth Volunteer Centre

to ensure that Louth Volunteer Centre is in a position to comply with the legislation. They will liaise with the Data Protection Commissioner's Office for guidance on specific cases.

Security of data

Louth Volunteer Centre takes seriously its security obligations in respect of your personal data under the Data Protection Acts to prevent unauthorised access to, or alteration or destruction of personal data in our possession.

Right of Access

Where you have provided us with your personal data you have a right to be given a copy of your personal data in accordance with section 4 of the Data Protection Acts subject to certain exceptions. To request a copy of your personal data please read Louth Volunteer Centre Access Request Policy before completing an Access Request Form and sending it to us at Data Protection Coordinator. Please note the following important requirements:

1. we reserve the right not to process an access request that is not made in our Access Request Form format;
2. we do not accept access requests via telephone, email or text message.

Right of Rectification or Erasure

If we hold incorrect information about you, which was originally submitted by you, you have the right to have the data amended. To request your right to rectification and/or erasure please send your request to us in writing at Manager, Louth Volunteer Centre, Old Motor Taxation Office, Bolton Street, Drogheda, Louth together with:

1. Your name and address.
2. A description of the specific personal data you wish rectified.
3. If you request an erasure of your personal data all your data will be erased subject to the following important notice.

We are not required to rectify or erase your data where to do so would prevent you from meeting your obligations to us or where we are required to process (including retaining) your personal data for a lawful purpose in accordance with the Data Protection Acts.

Louth Volunteer Centre trusts that you appreciate we respect your right to privacy and that our honesty and integrity will mean that you will continue to trust us with your personal data,

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knowing that we will not use it for any inappropriate purpose

Procedures and Guidelines

This Data Protection Policy is supplemented (and may be amended) by specific policies and procedures adopted by the Board of Louth Volunteer Centre Ltd. You can request copies of policies from the Manager of Louth Volunteer Centre.

Review

This Access Request Policy will be reviewed regularly in light of any legislative or other relevant developments.

Procedures in making an Access Request

Under the Data Protection Acts, you may receive a copy of your personal data held by Louth Volunteer Centre on request.

In order to respond to your request we require you to:

- Write requesting the Access Request Form from The Manager, Louth Volunteer Centre, Old Motor Taxation Office, Bolton Street, Drogheda, Louth and we shall send you a copy by return post.
- Complete, sign and date the Access Request Form*.
- Be as specific as possible about the information you wish to access.
- Attach a photocopy proof of identity and a utility bill confirming address to the Access Request Form.
- Return the completed Access Request Form to The Manager, Louth Volunteer Centre, Old Motor Taxation Office, Bolton Street, Drogheda, Louth

Please note the following important requirements;

- we reserve the right not to process an access request that is not made in our Access Request Form format;
- we do not accept access requests via telephone, email or text message.

Responding to your Access Request

Once we have received your fully completed Access Request Form, your proof of identity and address we shall respond to you within the statutory period of forty (40) days.

If you are not satisfied with the outcome of your access request you are entitled to make a

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complaint to the Data Protection Commissioner who may investigate the matter for you. The Data Protection Commissioner's website contains useful information on access requests and other data protection issues at www.dataprotection.ie.

This Access Request Policy is supplemented (and may be amended) by specific policies and procedures adopted by the Board of Louth Volunteer Centre Ltd.

Retention of Documents

The following specifies the retention period for each form of document.

Personnel Information	7 years
Petty Cash Record	7 years
Analysis of Expenditure	7 years
Expenses Claim Form	7 years
Lodgement & Cash receipt summaries	7 years
Cheque Register and Cheque Requests	7 years
Incoming Invoices	7 years
Outgoing Invoices	7 years

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