



DATA PROTECTION ACCESS REQUEST - INFORMATION LEAFLET

MAKING A COMPLAINT TO THE DATA PROTECTION COMMISSIONER

When can you make a complaint to the Data Protection Commissioner?

- If the South Infirmary – Victoria University Hospital refuses, ignores or delays dealing with an access request without a legitimate reason, you can make a complaint to the Commissioner
- If the South Infirmary – Victoria University Hospital refuses to correct, delete, or otherwise secure your personal data in response to a request, you can make a complaint to the Commissioner

How is a complaint made?

- Complaints to the Data Protection Commissioner must be in writing. Complaint letters or emails should contain the South Infirmary – Victoria University Hospital's name (i.e. the name of the organisation the complaint is against), the steps you have taken to have your concerns dealt with prior to making the complaint, details of any response(s) you have received from the South Infirmary – Victoria University Hospital, as well as copies of any letters or emails exchanged between you and the hospital.

Where should complaints to the Data Protection Commissioner be sent?

- Written complaints should be addressed to:
 - The Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois
 - info@dataprotection.ie

