

Is there a charge for accessing information?

Types of charges	Administrative Access	FOI Acts (Personal records only)*	DP
Application fee	None	None	€6.35
Photocopying fee**	**	**	**
Per copy x-ray	€6.35	€6.35	€6.35
CD Rom	€10.16	€10.16	€10.16
Per copy floppy disk	51 cent	51 cent	51 cent

* An application for non-personal records under the FOI Acts must be accompanied by €15 application fee or €10 if you are a medical card holder.

** Photocopying charges will only be levied at 4 cent per page where there are a large number of copies requested.

CONTACT DETAILS:

Office of the Information Commissioner

18 Lower Lesson Street

Dublin 2

Tel (01) 6395689

Fax (01) 6395674

Website www.oic.ie

Data Protection Commissioner

BLOCK 6 IRISH LIFE CENTRE

LOWER ABBEY STREET

DUBLIN 1

Tel (01) 8748544

Fax (01) 8745405

Website www.dataprotection.ie

CONTACT DETAILS:

South Infirmary - Victoria Hospital

Freedom of Information Office

Old Blackrock Road

Cork.

Tel (021) 4926100

Fax (021) 4310153

Website www.sivh.ie



**SOUTH INFIRMARY
VICTORIA HOSPITAL**

**HOW TO OBTAIN
YOUR PERSONAL
HEALTH INFORMATION**

**Freedom of Information Acts
1997 & 2003**

**Data Protection Acts
1988 & 2003**

Administrative Access

FREEDOM OF INFORMATION ACTS

1997 & 2003

The Freedom of Information Acts 1997 & 2003 give you three legal rights:

- ◆ Access to both personal and non-personal records
- ◆ To have personal records amended where the information is incomplete, incorrect, or misleading
- ◆ The right to seek reasons for decisions that affect him/her.

These rights extend to your own personal records, and in specific circumstances, to those of your children and deceased relatives. There are exemptions provided for in the Acts, this means that there are specific circumstances when the requested information will not be released, e.g. to protect confidentiality. If any of these exemptions are used to withhold information, the reasons will be clearly explained to you.

How to make an FOI request:

You must apply in writing stating that you are making a Freedom of Information request. You must provide sufficient information in order for the requested records to be identified e.g. your date of birth, current and previous addresses and approximate dates of attendance. You must specify the records required and the manner in which access is sought e.g. obtain photocopies, inspect the originals.

Entitlements under the FOI Acts:

- Receipt of your request must be acknowledged by the organisation within 2 weeks
- A response will, in normal circumstances, be issued within 4 weeks

- All decisions must be clearly explained, setting out the sections of the Acts used in reaching these decisions
- Details of your entitlements of Review and Appeal will be included in the decision

DATA PROTECTION ACTS 1988 & 2003

The Data Protection Acts 1988 & 2003 provide similar rights of access as the FOI Acts, the main difference being that the Data Protection Acts do not apply to records of deceased persons. There are exemptions provided for in the Acts, this means that there are specific circumstances when the requested information will not be released. If any of these exemptions are used to withhold information, the reason will be clearly explained to you.

How to make a Data Protection request:

You must apply in writing and simply refer to the Data Protection Act. The application fee of €6.35 must accompany the request. You must provide sufficient information in order for the requested records to be located e.g. your date of birth, current and previous addresses, and approximate dates of attendance. You must specify the records required and the manner in which access is sought e.g. obtain photocopies, inspect the originals.

When to use the Data Protection Acts:

You may use the Data Protection Acts to access personal information held by public bodies. The Data Protection Acts apply to all holders of personal information, not just public bodies. The Data Protection Acts apply only to your own personal information (or in certain circumstances that of your child).

Entitlements under the Data Protection Acts:

- A decision will, in normal circumstances be issued within 40 days of receipt of your request
- Details of your entitlement to complain to the Data Protection Commissioner will be included in the decision letter.

ADMINISTRATIVE ACCESS

Personal Information

You must apply in writing to the FOI Office. Please provide sufficient information to assist in locating your records e.g. your date of birth, current and previous addresses and approximate dates of attendance. You can telephone the FOI office on (021) 4926100 to request an application form. You will be asked for proof of identity e.g. a copy of your current passport or driver's license. This is in order to protect your confidentiality. There will usually be no charge for copies of personal records, however, the hospital has the right to charge for photocopying if the quantity of records is very large. There is also a fee for copying X-ray films (see overleaf).

Non-Personal Information

A wide range of non-personal information is available to the public in relation to the services of the South Infirmary - Victoria Hospital. This information is available via the web site (www.sivh.ie) and information leaflets/publications. If a non-personal information requested is not readily available, it will be necessary to apply under the Freedom of Information Acts and an application fee of €10 (medical card holder) or €15 (non card holders) must accompany this request.