



## Requests for Information

### Procedure for Making Request Under: The Data Protection Acts 1988 to 2003 and The European Communities (Access to Information on the Environment) Regulations 2007

#### Information Requests

EirGrid plc (“EirGrid”) has two distinct statutory obligations to provide information when requested to do so pursuant to the Data Protection Acts 1988 to 2003 (referred to below as the “Data Protection Acts”) and to the European Communities (Access to Information on the Environment) Regulations 2007 (referred to below as the “Regulations”). This procedure is intended to assist persons who may wish to make a request for information under either of these.

The procedure is specific to the Data Protection Acts and to the Regulations. It does not address any other obligation related to disclosure.

This procedure does not deal with the Freedom of Information Act 2007 since this legislation is not applicable to EirGrid plc.

This procedure does not deal with complaints, as opposed to requests for information. If you have a complaint to make to EirGrid then please refer to the EirGrid Complaints Procedure which may be found on the website at [EirGrid Complaints Procedure](#) or call (01) 2370204.

#### **If you wish to make a request for information, some things to consider:**

- Your request should refer to either (or both if applicable) of the Data Protection Acts and/or the Regulations. This is important as it establishes your right to receive a response in accordance with the legislation, but equally importantly will assist in dealing with the request as efficiently as possible.
- The Data Protection Acts and the Regulations deal with two different things:

The Data Protection Acts allow individuals to request information about them which may identify them. This is only open to individuals and not, for example, companies.

The Regulations allow a person (be it an individual, or perhaps a company) to request information relating to the environment. When making a request under the Regulations, it is important to be as specific as possible, not only so as to enable it to be dealt with efficiently, but also as this is a requirement under the Regulations.



In the event of any uncertainty as to your rights under the Data Protection Acts or the Regulations, information and guidance is available to you from the Office of the Data Protection Commissioner at <http://dataprotection.ie/docs/Home/4.htm> or call 1890 25 22 31

## **Responding to Information Requests**

Both the Data Protection Acts and the Regulations require EirGrid to respond within specific time limits. For the Data Protection Acts, this is generally within 40 days of the request being made. Under the Regulations, it is generally one month, although in both cases, this is subject to specific provisions which may alter these. However, both also set upper limits for response time, and EirGrid will endeavour to respond as quickly as is possible depending on the nature and size of the information request. Whenever possible this will be done within the time limits. Further, your request will be acknowledged in writing within 5 working days, so as to ensure that you are aware it has been received and is being attended to.

### **Making a Request:**

If you wish to make an information request this must be made in writing and you can either:

- email: [info@eirgrid.com](mailto:info@eirgrid.com)
- write to: Data Controller, Company Lawyer, EirGrid Plc, The Oval, 160 Shelbourne Road, Dublin 4

You can also phone us on (01) 7026642 and we will be happy to assist you with any further information you may require about this procedure.