

# Data Protection Statement & FAQ





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## INTRODUCTION

### ABOUT SKILLNET IRELAND

Skillnet Ireland funds and facilitates training through Networks of private sector companies, in a range of sectors and regions. Each Network delivers training that is relevant to specific industry sectors or regions and member company needs.

Skillnet Ireland is funded by the Department of Further and Higher Education, Research, Innovation and Science from the National Training Fund. Skillnet Ireland is mandated by the Department to monitor and evaluate training programmes provided by our Networks and to ensure that funds are being used appropriately.

### OUR DATA PROTECTION OFFICER (DPO)

Our DPO reports directly to the Chief Executive Officer and is responsible for GDPR and data protection compliance. For further information on the information contained in this statement, please contact our Data Protection Officer:

Name	Jennifer Walsh
Telephone	+ 353 1 2079630
Email	dpo@skillnetireland.ie
Post	5th Floor Q House 76, Furze Road Sandyford Dublin 18, D18 E268

### ABOUT THIS DATA PROTECTION STATEMENT

This Data Protection Statement relates to your rights under General Data Protection Regulation (GDPR) and how you can access or process your data in line with our obligations under this regulation. Any personal data is collected and processed in accordance with Irish and EU data protection laws.

## WHAT IS GENERAL DATA PROTECTION REGULATION?

The General Data Protection Regulation (GDPR) is designed to give individuals more control over their personal data. Skillnet Ireland became subject to the **EU Data Protection Legislation** frameworks which includes General Data Protection (GDPR) Legislation, the Law Enforcement Directive, the Data Protection Acts 1988 and 2003 and ePrivacy Regulations. These Acts govern all activities we engage in regarding the processing of personal data.

Skillnet Ireland is committed to achieving the highest standards of compliance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). As part of this commitment, we will ensure that your personal data is:

- Obtained fairly and with your knowledge.
- Used only for the purpose for which it was collected.
- Handled and stored securely.
- Kept only as long as is necessary.
- Never shared with third parties without your consent.

For the purposes of the GDPR, Skillnet Ireland is the data controller regarding the personal data described in this Data Protection Statement.

## YOUR RIGHTS UNDER GDPR

Under the GDPR, you have the following rights:

- **The right to be informed:**  
You have the right to be informed about how your personal data is being collected, processed, and used.
- **The right of access:**  
You have the right to request and obtain a copy of personal data we hold.
- **The right to rectification:**  
You have the right to request correction of inaccurate or incomplete personal data held by us.
- **The right to erasure:**  
You have the right to request that your personal data be erased under certain circumstances, such as when the data is no longer necessary for the purpose it was collected or if you are withdrawing your consent.
- **The right to restrict processing:**  
You have the right to request that the processing of your personal data be restricted under certain circumstances, such as when the accuracy of the data is contested, or the processing is unlawful.
- **The right to data portability:**  
You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to transmit the data to another organisation.
- **The right to object:**

You have the right to object to the processing of your personal data for certain purpose, such as direct marketing. We will stop processing these data until we can demonstrate legitimate grounds for processing that overrides the individuals' legitimate interest, rights and freedoms.

- **The right not to be subject to automated decision making and profiling:**

You have the right not to be subject to automated decision-making, including profiling, which produces legal effects or similarly significant effects on them, unless certain conditions are met.

[Click here for a link to the Data Protection Commission's guide "Rights of Individuals under the GDPR".](#)

## DEFINITIONS

- The "Data Subject" means a living person who is identifiable or identified directly or indirectly using an "Identifier" or "Personal Data".
- "Personal Data" or an "Identifier" means any information about a living person where that person is or can be reasonably identified. Personal data can include a name, address, description of physical characteristics, date of birth or age range. It can also be an opinion about that person, including their actions and behaviour where a living person can be wholly or partly identified. Additionally, it can be information that captures a data subjects' image or voice, such as a photo, video or audio recording that is processed electronically. Location data stored electronically may also be considered personal data.
- "Sensitive Personal Data" or "Special Category Data", means data that records a living person's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health data or data relating to sexual orientation. The processing of sensitive personal data is prohibited without explicit consent.
- "Processing" means using personal or sensitive data in any, including collecting, storing, retrieving, consulting, sharing, and erasing except in situations where this processing is done for personal or household activities.
- "Data Controllers" are the people or organisations who determine the purposes of how and why any personal data is processed; make independent decisions in relation to the personal data and may otherwise control that personal data.
- "Data Processors" are the people or organisations who process personal data on behalf of the controller.

## FREQUENTLY ASKED QUESTIONS (FAQs)

### HOW CAN I MAKE A DATA ACCESS OR DATA PROCESSING REQUEST?

You can submit a subject access request in writing by post to Jennifer Walsh, Data Protection Officer, Skillnet Ireland, Q House, Furze Road, Sandyford, Dublin 18 or by email to: [dpo@skillnetireland.ie](mailto:dpo@skillnetireland.ie)

Your request should include the following:

- your contact details,
- a statement that the request is being made under the General Data Protection Regulation,
- as much information as possible about the request so that we can accurately identify your data,
- written permission if someone is making a request on your behalf,
- proof of identity to validate that the requester is the data subject or has been granted permission to act on behalf of the data subject, and
- in what format you wish to receive any records released, such as paper copy or electronic copy.

Please note that, depending on the nature of the request, additional ID maybe required. Skillnet Ireland's Data Protection Officer will discuss this requirement for additional ID if required before the request is processed.

### HOW SOON WILL I RECEIVE A REPLY?

Your access or processing request will be acknowledged within five working days. A response to your request will be given within month of receipt of the request. Complex or numerous requests may result in an extension of no more than two further months. In this case, Skillnet Ireland shall inform you of any extension and the reasons for the delay within one month of receipt of the initial request. However, we will always do our best to respond to your request as quickly as possible.

If Skillnet Ireland decides not to act on your request, Skillnet Ireland must inform you without delay and, at the latest, within one month of receipt of your request, of:

- the reasons for not acting, and
- your right to lodge a complaint with a supervisory authority.

### HOW MUCH DOES AN ACCESS OR PROCESSING REQUEST COST?

Your request will be dealt with free of charge. However, where requests from a data subject are considered 'manifestly unfounded or excessive' Skillnet Ireland may:

- charge a reasonable fee, considering the administrative costs of providing the information/ taking the action requested; or

- refuse to act on your request.

Manifestly unfounded or excessive requests include,

- unnecessary repeat requests by an individual, or
- the problems associated with identifying and/or gathering the data are too great.

Where Skillnet Ireland refuses to respond to an access request or decide to charge a fee on this basis, Skillnet Ireland shall bear the burden of demonstrating the manifestly unfounded or excessive character of the request.

## HOW CAN I MAKE A COMPLAINT OR APPEAL A DECISION?

If you are unhappy with how we handle your data access request or the outcome of a decision by us, complaints and appeals can be submitted directly to the Data Protection Commission via web form on their website at [www.dataprotection.ie](http://www.dataprotection.ie).

## CAN SOMEONE ELSE MAKE A REQUEST ON MY BEHALF?

Yes, you can ask someone else to request data on your behalf, for example, a relative, friend or solicitor. However, we must have your permission to do this in the form of a signed letter authorising the person to write to us for your data and to receive a reply and proof of identity for both you and your nominated representative.

## WHY DO I NEED TO PROVIDE PERSONALLY IDENTIFIABLE DATA?

Skillnet Ireland may request personally identifiable information including your date of birth, gender, nationality, etc for the provision of supports or services. The purpose of collecting these data is to avoid duplication of records and ensure that we can link any additional supports directly to you. These data will not be shared with third parties without your prior consent.

## ADDITIONAL INFORMATION

Further information about what personal data we collect and process about you in connection with the services and functions of Skillnet Ireland through our training programs is available in the Trainee Privacy Statement or can be requested by contacting our Data Protection Officer. This includes,

- where we obtain the data from,
- what we do with that data,
- how we comply with the data protection rules,
- who we transfer data to, and
- how we deal with individuals' rights in relation to their personal data.