**Completion of a Subject Access Request (SAR) Form**

This form should be used to request access to personal data under the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988 to 2018.

Personal information collected from you by this form is required to enable your request to be appropriately processed. This personal information will only be used in connection with the processing of this Subject Access Request and will be held for 2 years.

**The CRU Privacy Notice sets out how we protect the privacy rights of individuals and can be found** [**here**](https://www.cru.ie/privacy-statement/)

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| --- | --- |
| **Part 1** | **Your details\*** |
| Name |  |
| Address |  |
| Eircode |  |
| Telephone |  |
| Email address |  |

*\*It is not mandatory to provide all of this information, however provide as much information as is required to allow us to identify your personal data and to communicate with you.*

|  |  |
| --- | --- |
| **Part 2 (a) Are you the Data Subject?** | **(Tick box that applies)** |
| I AM the Data Subject and enclose evidence of my identity e.g. photocopy of driving licence, birth certificate, passport, marriage certificate |  |
| I am NOT the Data Subject but am acting on their behalf as their personal representative. I have written authority, which I enclose and evidence of their identity e.g. photocopy of driving licence, birth certificate, marriage certificate, passport. |  |
| I am NOT the Data Subject, but I am acting on their behalf as their parent or legal guardian and enclose evidence of their identity e.g. photocopy of birth  certificate, passport. |  |

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| **Part 2 (b)** | **Details of the Data Subject (if different to Part 1, above)** |
| Name |  |
| Address |  |
| Eircode |  |
| Telephone |  |
| Email address |  |

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| **Part 3 (a) – Details of Subject Access Request** | | |
| Please include information below to assist the CRU locate any of your personal data that we may hold. For example, please include details of any interaction you may have had with the CRU, the relevant period of time, reference numbers (e.g. Customer care case number) etc. | | |
|  | | |
| **Part 3 (b) – Details of request (optional)** | | |
| Please indicate, if possible, what function of the CRU you believe may have collected your personal data | | |
| **Function** | |  |
| **Utility Regulatory and Compliance activities**  (for example, if you believe your personal data has been processed as part of utility regulatory and compliance activities of the CRU, e.g. licencing, public hearings, market monitoring, supplier audits etc.) | | Yes / No |
| **Safety Supervisory activities**  (for example, if you believe your personal data has been processed as part of safety supervisory activities of the CRU (RECI / Safe Electric or RGII) e.g. audits, investigations, prosecutions etc.) | | Yes / No |
| **Dispute Resolution activities**  (for example, if you believe your personal data has been processed in resolving an energy or water customer complaint with your energy supplier, network operator or Irish Water | | Yes / No |
| **Information service**  (for example, if you have contacted the CRU for advice, information or participated in a customer survey, consultation or subscribed to our publications) | | Yes / No |
| **Procurement and purchase management**  (for example if you are a current or former supplier or procurement applicant) | | Yes / No |
| **Human resources**  (for example if you are a current or former employee or recruitment applicant) | | Yes / No |
| **Part 4 – Declaration** | | |
| I declare that the information given by me is, to the best of my knowledge correct and that I am entitled to apply for access to the information referred to above, under the terms of the General Data Protection Regulation (GDPR) and the Data Protection Acts 1988 to 2018. | | |
| Signature: |  | |
| Date: |  | |

**Where to send your request:**

Please return the completed form and attachments by email to [dataprotection@cru.ie](mailto:dataprotection@cru.ie)

Or by post to: Data Protection Officer, The CRU, Grain House, The Exchange, Tallaght, Dublin 24, D24 PXW0, Ireland

Once the CRU has all the required information, your request should be complied with within 30 days. In exceptional circumstances, where it is not possible to comply within this period, you will be informed of the delay and given a timescale for when your request is likely to be met.

In certain circumstances, the Data Protection Act 2018 permits the CRU to withhold information, for example information that is legally professionally privileged. Information relating to or provided by a third person who has not consented to the disclosure will be removed or redacted.

*Please note that the CRU cannot guarantee that any personal or sensitive data sent via standard email is fully secure. Requesters who choose to use this channel to receive their personal data are deemed to have accepted any risk involved.*