

Private & Confidential

Case Reference: C-23-11-960

28th of November 2023

Dear Mr [REDACTED]

I acknowledge receipt of your correspondence dated the 28th of November 2023.

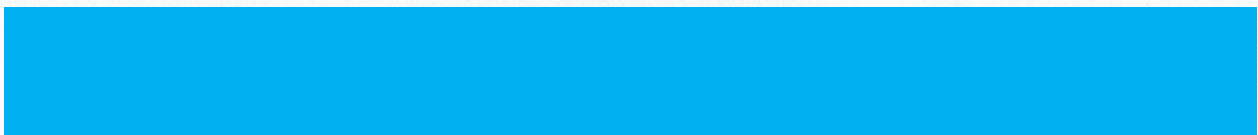
In line with our Customer Service Charter, we aim to reply to the concerns raised by you within 20 working days, though complex complaints may require further time for initial assessment. In doing so, we will communicate clearly, providing you with relevant information or an update regarding your correspondence

What can I do to progress my concern?

In the meantime, if your concern relates to processing of your personal data by an organisation (a “data controller”), or you wish to exercise your data protection rights (for example, access, erasure, rectification), you may wish to contact the data protection officer for that organisation in writing in the first instance. You may wish to forward copies of all written exchanges with the data controller to the DPC if you remain dissatisfied with the response you receive from them. You can send this by post, or by email to [REDACTED] Please include the above reference number in all correspondence.

What if I have already contacted an organisation (“data controller”) about my concerns?

If you have already exchanged written correspondence with the data controller, and have not included this information with your initial contact with the DPC, you should send this documentation to us quoting the case reference shown above. Please ensure that any copies of correspondence sent/received by email include the date and time sent/received, and any address headers or footers.





An Coimisiún um
Chosaint Sonraí
Data Protection
Commission

What happens when I send the DPC additional correspondence or documents?

Please be advised that the Data Protection Commission does not issue acknowledgements for each item of follow up or supplementary correspondence received, but this correspondence will be included on the file reference above and assessed alongside your initial concern. Once this assessment has been carried out, a substantive response will be issued to you in due course.

This acknowledgement, and the reference number above, is confirmation that we have received your correspondence and that it will receive a response at the earliest opportunity.

Yours sincerely,

Gemma Walsh
Information Officer