

DATA PROTECTION GUIDANCE ON TELEPHONE QUERIES

When TETB staff receive requests for personal information over the phone, for data protection reasons, the following guidance applies:

Individual Employee/Student Requests

When an employee/student requests his/her own personal data, the caller should be asked to verify the following personal information before any information is provided:

- Employee Number or PPSN; **AND**
- One other personal piece of information e.g. date of birth, phone number, etc.

Queries on behalf of Employees/Students

When another individual (e.g. a family member, legal advisor) seeks information relating to an employee/student, acting on behalf of that person (data subject), the information may only be disclosed on receipt of written authorisation from the data subject. The information should never be disclosed over the phone.

External Organisations (Third Party) Requests

Any external body, including An Garda Síochána, seeking information regarding current or previous employees/students, CCTV footage, etc., must submit an official request in writing, on their organisation's letterhead paper, or by email from an official email address. The request must specify what information is being sought and also state the legal basis for making the request.

Occasionally, unofficial queries may be received for contact details of staff/students, e.g. an individual who wishes to make contact with an employee/student in a personal capacity and has misplaced their contact details etc. Also, employers might make contact, offering employment opportunities for students. In instances such as these, the person calling should be asked to provide his/her own contact details, which can be passed onto the employee/student/parent to make contact with the caller, if they so wish.

Recruitment-Related Queries

Interview candidates may request feedback from their interviews. Such requests must be sent in writing, quoting the Job Reference Number, Position, Date of Interview etc. Where candidates need to be contacted by phone re. offers of appointment, etc., and they are not available at the number provided, care should be taken not to disclose the reason for the call to any other person, as this is personal to the candidate. In addition, all requests for references should be made in writing.

General

When releasing information internally within your office/school/centre, care must be taken to ensure that information is disclosed only when there is a valid purpose for the request.

If any doubt exists, ask the requester to submit an email clearly stating what information is being sought and the reason(s). On receipt of the written request, check with senior management for permission to release the information.

Always seek advice from senior management in a situation where there is any doubt about whether or not personal data should be released.

Further advice is available from our Data Protection Officer:

Name: Bernie Harty
Email: bharty@tipperaryetb.ie
Telephone: 067 40022

Further information is also available on the Data Protection Commission's website:
www.dataprotection.ie