

HSE Subject Access Requests (SARs) Procedure

The SARs process can be summed up in 7 main steps:



1. Making a SAR

You can access your health records by making a subject access request (SAR) and forms are available for this purpose. It is also sufficient to write to the hospital, unit or service in question. It is important that you provide a copy of government issued photographic identification (passport, driver licence, public services card etc.)

2. Request Received

Once we have received your request in writing we'll need to verify your identity so we can make sure you are who you say you are because only you can receive your personal data.



3. Data Identification

Normally, people are looking for something specific. We'll engage with you to try to find out exactly what information you're looking for. The more you can tell us about the information, including dates and locations, the faster we'll be able to send it to you.

4. Data Location

We have a lot of different services and strict information security policies in place meaning only authorised people have access to most information. We'll need to find out where your data is in our systems before we can start putting your request together.



5. Data Collection

Once we know where your data is, we'll forward your request to the relevant SAR Decision Maker and they will search for and identify any relevant information.

6. Extract and Redact

The decision maker is only legally permitted to send you data that relates to yourself. This means we'll have to extract your information and may need redact some documents to make sure that we're not breaching the data protection rights of others.



7. Data Available

A copy of your data will be made available to you. If we are unable to provide this to you we will give you an explanation.

One Month

Under the General Data Protection Regulation (GDPR) it is your right to have SARs handled in one month. If you are not happy with the process, you also have the right to complain to the Data Protection Commission (DPC) <https://dataprotection.ie/docs/Home/4.htm>.