

## Enquiries to the Library Service: What happens when you send an Enquiry?

### Introduction

The Library receives enquiries by email and letter, as well as by phone and in person. This is what happens to email, letter and phone enquiries.

1. Email enquiries are generally sent to [library@ria.ie](mailto:library@ria.ie) (only designated Library staff have access to this box) or emails may come to a staff member's inbox. Sometimes enquiries are sent to [Info@ria.ie](mailto:Info@ria.ie) or another mailbox: these are forwarded to the Library. The original email should be deleted on being forwarded to us.

This is the procedure for recording and dealing with email enquiries:

- a. Your name and a brief description of the enquiry together with the date received, response date and the respondent's initials are logged on an Enquiries Register (spreadsheet) accessible only to Library staff.
  - b. Register data are retained for two years for audit purposes and for the compilation of anonymised statistical data for Library annual reports.
  - c. Logs are securely deleted after two years. The original emails are deleted on satisfactory completion of the enquiry.
  - d. Responses to enquiries that entail significant research are saved to an Enquiries folder on the Library server, accessible to Library personnel. All personal data are stripped out so that only content which will be useful for future enquiries will be retained. Content is keyworded and retained indefinitely. Actions under d. occur on closing the enquiry off with the requester.
2. Phone enquiries generally come directly to the Reading Room staff and are dealt with on the spot. If the enquiry requires further research then the staff member dealing with it will record the nature of the enquiry and the enquirer's contact details (usually phone no. or email address) in their notebook.
    - a. You will receive a return call, or if the enquiry entails a reasonable amount of detail then you will be emailed.
    - b. The process then mirrors 1 (a-d).
  3. Enquiries by letter are researched and postal responses are issued. Correspondence details are logged in the same way as Email and Phone enquiries. Correspondence is retained for two years for audit purposes after which it is securely shredded. Occasionally, sample responses are retained for further research purposes, e.g. to respond to enquiries on similar topics.
  4. A copy of this statement will be emailed in response to each new enquiry or posted with a written response.

**Your rights:**

- ✚ You have the right to request access to data held on you by the Academy.
- ✚ You may request update of your contact details: this would apply in cases where a transaction is ongoing. Please contact [library@ria.ie](mailto:library@ria.ie) to amend your data.
- ✚ You may request that unfair processing of your data cease.
- ✚ You may request restriction of processing, e.g. that once your enquiry has been dealt with we no longer store irrelevant information on our files or use it in any way.
- ✚ You may exercise the right to be forgotten in which case we shall endeavour, insofar as is practicable, to securely delete data held on you.

**Our responsibilities:**

The Academy is the Data Controller in relation to the protection of personal data held by us. We undertake not to share your data with third parties, nor to use it for purposes other than those outlined above. We shall keep your data secure and it will be accessed by Library personnel only, or occasionally by IT administrators for system troubleshooting purposes. Electronic files are backed-up, encrypted and retained for seven years or less. Files are then securely deleted.

If you need further information, or to make a complaint, please email the Data Protection Officer, [dataprotection@ria.ie](mailto:dataprotection@ria.ie) or phone 01-6090619.

To appeal a data protection complaint outcome please contact the Office of the Data Protection Commissioner, Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23.

**Issued: 12 April 2018/SF**