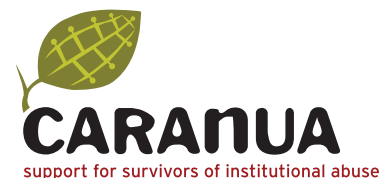


Freedom of Information Policy Statement



If you would like to see the personal information that Caranua holds on you, we will supply this to you on request, free of charge.

You also have the right to request other information from us under Freedom of Information laws and to appeal to the Information Commissioner if you are not happy. Charges apply to Freedom of Information requests.

What are Freedom of Information laws?

The law gives you a right to see any personal information about you that is held by a public body, to correct it if it is not accurate, and to know the reasons for any decisions made about you.

Freedom of Information laws also allow public access to information held by public bodies (such as Caranua), that is not normally available or published.

How does Caranua handle information?

We aim to work in a way that is open and accountable. We will give you access to your personal information on request, and we will correct any mistake in your information as soon as you let us know about it. We will always explain the reasons for decisions we make.

We report on our work through regular updates about applications, by publishing minutes of Board meetings, annual reports and accounts and other publications.

How can I make a request for information?

You can phone and ask your Advisor or some other member of staff, or you can email us at foi@caranua.ie or write to PO Box 12477 Dublin 1.

When you make your request for information, please make it clear what information you want. Also, if you have any particular communication needs – for example, sight or hearing problems – please let us know. We may ask for proof of identity before we give out the information.

How can I make a request under Freedom of Information?

A request using Freedom of Information must be in writing – either email or letter. You can email to foi@caranua.ie or post to PO Box 12477 Dublin 1.

You should make it clear what information you are looking for, how you would like to receive the information, and if you need any help in making the request.

There is no charge if the information you are requesting is personal information – that is, information about you.

If the information you are looking for is more general – for example, about the way Caranua runs its business – then there may be a charge.

We will acknowledge your request within 10 working days and will provide a full response within 20 working days. If for some reason this is not possible, we will let you know why and keep you informed of progress.

Appeals to the Information Commissioner

If you are not satisfied with the outcome of your freedom of information request, you can make an appeal to:

**The Office of the Information
Commissioner 18 Lower Leeson Street
Dublin 2
Tel: 01 6395689
Locall: 1890 253238
Email: info@ioc.gov.ie
Website: www.oic.gov.ie**

You can complain to the Information Commissioner whether you live in Ireland or outside Ireland.

We are committed to safeguarding your privacy and confidentiality and to meeting our obligations under the Data Protection laws.



CARANUA

support for survivors of institutional abuse

How to contact us

- PO Box 12477 Dublin 1, Ireland
- Email: apply@caranua.ie
- Fax: +353 1 874 5709
- Freephone 1800 212477 (from Ireland)
Freephone 0808 234 1303 (from UK)

Charges may apply from some mobile networks

Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

From anywhere: +353 1 874 2277

For more information

See our website www.caranua.ie