



An Roinn Gnóthaí Eachtracha agus Trádála

Oifig na bPasanna, Teach Knockmaun, 42-47 Sráid an Mhóta Íochtarach,
Baile Átha Cliath 2 D02 TN83

Department of Foreign Affairs and Trade

Passport Office, Knockmaun House, 42-47 Mount Street Lower, Dublin 2 D02 TN83

Our Ref: FOI/Req/2018/212

Ms. Michelle Hennessy
The Journal.ie

20th August, 2018

Dear Ms. Hennessy,

I refer to the request which you have made under the Freedom of Information Act (FOI) 2014 for access to records held by this Department, as follows:

The content of all complaints made to/about the Passport Service from 1 January to 1 July this year and details of data breaches from 1 January to 1 July this year, including the nature of the breach and any action taken.

I refer also to the acknowledgement of your request which was sent to you on 31 July 2018.

As agreed during our telephone conversation of the 2 August, I am releasing a representative sample of complaints received by the Passport Office and a summary of data breaches. The records being released to you have been edited to remove personal and identifying details of individuals in order to protect their identities.

It is important to note that the contents of the complaints enclosed provide the perspectives of the complainants. In all cases, these complaints have been assessed and replied to stating the Department's perspective. In addition the Passport Office's policy is to issue a substantive reply within 20 working days of receipt of a complaint. In most cases the replies are issued within 10 working days. The total number of passport applications received from 1 January to 2 July 2018 was 530,019.

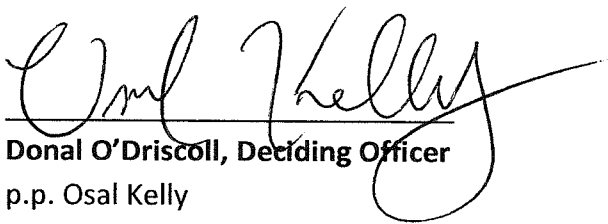
With regard to data breaches the Passport Service recorded a total of 23 data breaches from the period 1 January to 1 July 2018. The most common nature of data breach was the unauthorised disclosure of a passport to a third party by virtue of the passport being posted to the wrong address. Mitigating actions taken by the Passport Service include reporting all lost passports to Interpol for stop-listing, issuing gratis replacement passports to affected parties, and the rollout of GDPR training to all Passport Service staff.

Right of Appeal

Should you wish to appeal this decision, you may do so in writing to the Freedom of Information Unit, Department of Foreign Affairs and Trade, 76-78 Harcourt Street, Dublin 2 or by email to foi@dfa.ie. A fee applies for an appeal for access to non-personal information; the level of this fee has been set at €30. For methods of payment, please contact FOI Unit at foi@dfa.ie, or 01-4082857.

You should make your appeal within 4 weeks (20 working days) from the date of this notification. However, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Donal O'Driscoll', written over a horizontal line.

Donal O'Driscoll, Deciding Officer

p.p. Osal Kelly
Passport Service