

Special Case Request Form 2018/2019

Membership Number:	
Surname:	
First name:	
Mobile Phone:	
E-mail address:	
Your Condition: (e.g. dyslexia, broken right hand, vision impairment)	
Is your Condition an ongoing issue? (e.g. dyslexia – yes, broken hand – no)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you applying for:	Learning Support <input type="checkbox"/> Exam Support <input type="checkbox"/>
I submit the following documentation confirming my condition: Note: You need to submit any Medical Certificates and other supportive documentation that confirm your condition.	- Medical Certificate <input type="checkbox"/> - Educational Psychologist’s Report <input type="checkbox"/> - Previous School’s Assessment Reports <input type="checkbox"/> - Other, please state:

Note: Our Special Support Officer will contact you to discuss the above and the best way to provide an appropriate study/exam support to your condition.

Data protection notice

1.1 About this data protection notice

This is a statement of the practices of The Institute of Bankers in Ireland, 1 North Wall Quay, Dublin 1 (trading as The Institute of Banking) ('the Institute', 'we', 'us', 'our') in connection with the capture of personal data on this form and the steps taken by the Institute to respect your privacy.

The Institute is a Data Controller and is committed to protecting your rights and any personal information which you provide to the Institute will be treated with the highest standards of security and confidentiality, in accordance with Irish and European Data Protection legislation.

The privacy notice explains the following:

- What information do we collect about you
- The purpose for collecting your personal data
- The legal bases for collecting your personal data
- Are you required to provide the information?
- How we store and secure personal data
- Details of third parties with whom we share personal data
- What are your rights?
- Contact

1.2 What information do we collect about you?

The data we collect from you will be used by the Institute only in accordance with the purposes outlined in this privacy notice. We will collect your data in the following manner:

Some of the information collected through this form may be classified as special category or sensitive personal data e.g. health data.

In order to provide our services to you we collect contact details, other identifying information and information regarding the reason for your exam support request together with supporting documentation where relevant or employer signature and employer information when you fill out this application form.

The data collected in this form will be used by relevant departments in the Institute on a 'need to know' basis.

1.3 The purpose for collecting your data

The data we collect about you will be used to assess your application for exam supports as detailed in this form. We will also use your data to communicate our decision to you and deal with any queries where relevant.

1.4 The legal basis for collecting your data

We process your personal data on the following legal bases:

- We rely on your explicit consent as our legal basis for processing data provided on this form.
- The processing of your information may be necessary for the performance of the education contract between the Institute and you.
- The processing is necessary for the purposes of our legitimate interests or the legitimate interests of a third party to whom we provide your personal data. We will not process your personal data for these purposes if our or the third party's legitimate interests should be overridden by your own interests or fundamental rights and freedoms. The legitimate interests pursued in this regard consist of:
 - conducting our business in a meaningful and lawful manner;
 - dealing with any disputes that may arise;
 - providing information relating to you to your employer, where they have a legitimate interest in obtaining that information.
- The processing is necessary for compliance with our legal obligations.

1.5 Are you required to provide the information?

We require you to complete the mandatory fields identified in this form for the purposes outlined above. If you do not provide us with the information required in these fields, we may be unable to fully assess your application to have special accommodation.

1.6 How we store and secure your data

Any data we collect from you will be stored confidentially and securely. The Institute is committed to ensuring all accesses to, uses of, and processing of Institute data is performed in a secure manner. In addition to the normal standards of confidentiality, we also carefully control access to sensitive data e.g. health data within the Institute so that it is only available to people who 'need to know.'

In keeping with the data protection principles, we will only store your data for as long as is necessary to provide our services to you and for such a period of time after this as is necessary to comply with our obligations under applicable law and, if relevant, to deal with any claim or dispute that may arise in connection with our relationship with you.

For the purposes described here we will store your data (and supporting documentation, eg health data) for the duration of your studies and three years in-line with UCD's record retention policy.

When we store your personal data on our systems the data will be stored either on the Institute's secure IT platforms within the EEA which are also subject to European data protection requirements.

1.7 Details of third parties with whom we share personal data

The Institute will share your data with third parties where necessary for purposes of the processing outlined here.

We may share your information with our trusted service providers (e.g. IT support, auditors, legal advisors, and other professional advisors).

1.8 What are your rights?

You have the following rights, in certain circumstances and subject to applicable exemptions:

- You are entitled to ask for a copy of the personal data, which the Institute of Banking holds about you.
- The right to have any inaccuracies in your personal data amended.
- The right to object to the processing of your personal data.
- The right to have the personal data that we hold about you erased.
- The right to restrict the processing of your personal data.
- The right to receive your personal data, which you provided to us, in a structured, commonly used and machine-readable format or to require us to transmit that data to another controller.
- Where processing is based on consent, you have the right to withdraw your consent at any time.

1.9 Contact

If you have any queries relating to the processing of your personal data for the purposes outlined above or you wish to make a request in relation to your rights you can contact the Institute's Data Protection Officer using the contact details below.

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the Institute's Data Protection Officer using the contact details below.

The Institute of Banking has a Data Protection Officer who can be contacted through dataprotection@iob.ie or by writing to:

1.10

The Data Protection Officer, The Institute of Banking, IFSC, 1 North Wall Quay, Dublin 1.

If you remain dissatisfied then you have the right to apply directly to the Data Protection Commission for a decision. The Data Protection Commission can be contacted at:

Data Protection Commission
Canal House
Station Road
Portarlinton
R32 AP23 Co. Laois
www.dataprotection.ie

Declaration

I wish to make an application for Special Case Learning and/or Exam Support.

I acknowledge that I have read in full, understood and agree to be bound by the terms and conditions set out and referred to online at www.iob.ie/terms. I acknowledge that the information provided on this form is accurate. I further confirm that I have read and understood the contents of the data protection notice above and consent to the uses and disclosures of my personal data as set out therein.

Signed:		Date:	
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Please return to:

Deirdre.Hendrick@iob.ie

OR

Exam Officer
The Institute of Banking
1 North Wall Quay
Dublin 1
