



The Pharmaceutical Society of Ireland

Freedom of Information Act, 1997 (as amended)

SECTION 15 and 16 REFERENCE BOOK

*Guidance Document on Information Held by the
Pharmaceutical Society of Ireland*

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Appendix 1

Pharmaceutical Society of Ireland-Staff Directory

1 Introduction

The Pharmaceutical Society of Ireland is the statutory Regulator of pharmacists and pharmacies in Ireland charged with regulating the profession in the public interest. The Pharmacy Act 2007 dissolved the old Pharmaceutical Society of Ireland and established the Pharmaceutical Society of Ireland (PSI).

Under this new legislation the PSI's principal functions are to:

- Protect patients and the public interest
- Maintain registers of pharmacists and pharmacies
- Inspect pharmacy practices and enforce pharmacy legislation
- Draw up codes of conduct for pharmacists and pharmacy owners and oversee the quality assurance and application of best practice across the sector
- Promote and ensure high standards of education and training, including continuing education in pharmacy
- Conduct inquiries to determine “fitness to practise” and “fitness to operate”
- Process complaints relating to pharmacy practice and operation
- Act as the registration authority for pharmacists wishing to practise in Ireland who have obtained their qualification outside of Ireland and the EU
- Act as the competent authority for mutual recognition of qualifications from other EU countries

The Council of the Pharmaceutical Society of Ireland is composed of twenty one persons appointed by the Minister for Health and Children. The President and Vice President of the Council are registered pharmacists. The Council is composed of nine elected pharmacists, one additional registered pharmacist nominated by the Schools of Pharmacy and eleven non-pharmacists who are appointed by the Minister for Health and Children. The term of office is normally four years.

The Registrar and corporate management team is responsible and accountable for the management and control of the day to day affairs of the Regulator. There are some functions and matters which may only be carried out by the Council.

Council has a number of committees, some of which are specified in the Act, such as the Disciplinary Committees and others which were established to assist the Council in performing its functions. Committee members may be drawn from outside of the Council membership.

2 The Freedom of Information (FOI) Act

The Freedom of Information (FOI) Act 1997, (No. 13 of 1997), as amended by the Freedom of Information (Amendment) Act 2003, establishes three new statutory rights:

- The right to access information which is not otherwise publicly available and falls within the scope of the Act
- The right to correct personal information where it is inaccurate, incomplete or misleading
- The right to access the reasons for decisions made where the outcome has directly affected the applicant

The FOI Act is designed to allow public access to information held by public bodies which is not routinely available through other sources. The Act stipulates that public bodies shall provide assistance to members of the public requesting information under the FOI Act, in the form of a Reference Book and Manual documented as per Sections 15 and 16 of the Act, which will be made available on request. This Guidance Document has been written in line with the requirements of Sections 15 and 16 of the Act.

Documentation, information and decisions from April 1998 onwards (and from April 1995 for records relating to staff) are subject to the provisions of the Act, and the PSI is expected to accede to any reasonable request for information made further to the Act. However, it should be noted that certain functions of the PSI, relating in particular to examinations and law enforcement, are exempt from the terms of the FOI Act.

The following information is routinely made available to members of the Pharmaceutical Society of Ireland and the general public and may be accessed without using the FOI Act.

- The Register of pharmacists and pharmacies
- PSI Service Plans, Annual Reports and Accounts
- The PSI's official publication, the Irish Pharmacy Journal
- Information available on the PSI Website which may be accessed at www.pharmaceuticalsociety.ie

Additional information which is pertinent to the role of the PSI and is routinely available as follows (refer to Appendix I for the list of National and EU Regulations governing the Practice of Pharmacy):

- National Regulations – Available from the Government Stationery Office
- EU Regulations – Available from the Government Stationery Office
- Regulations of the Pharmaceutical Society of Ireland – Available from the PSI
- Pharmaceutical Society of Ireland Rules 2008

3 The Pharmaceutical Society of Ireland

3.1 Function of the Council of the Pharmaceutical Society of Ireland

The Pharmaceutical Society of Ireland, the Pharmacy Regulator, is the statutory body for pharmacists and pharmacies in Ireland. It regulates the profession in the interests of patient safety and public protection.

3.2 Objective of the Office of the Pharmaceutical Society of Ireland

The office of the PSI facilitates the work of the Council of the PSI in the discharge of its statutory functions. This objective is achieved by means of the individual functional units within the office of the PSI.

3.3 Council and Committees

3.3.1 The Council of the Pharmaceutical Society of Ireland

The formation of the Council of the Pharmaceutical Society of Ireland is defined in the Pharmacy Act 2007. As previously stated, the function of the Council of the PSI is to regulate the profession of pharmacy in the interests of patient safety and public protection.

3.3.2 Committees of the Pharmaceutical Society of Ireland

In addition to the Council, there are a number of other committees of the Pharmaceutical Society of Ireland.

A number of statutory disciplinary Committees of the PSI are established under Part 6 of the Act. These Committees and their operation are governed strictly by Part 6 and their business cannot be modified or compromised other than by statute. It is anticipated that during 2009 Part 6 will be commenced and consequently will become fully operational.

Statutory committees of the PSI are:

- Preliminary Proceedings Committee
- Professional Conduct Committee
- Health Committee

In addition to the disciplinary Committees which the Council must set up under Part 6, Section 34 of the Pharmacy Act 2007, it may establish Committees to advise it in relation to the performance of its functions and may determine their terms of reference and record the terms of reference in the minutes of the Council. Committees of Council are bound by all the obligations of Council.

Currently the PSI has seven advisory Committees as outlined below:

1. Administration, Finance and Corporate Governance Committee
2. Inspection and Enforcement Committee
3. Professional Development and Learning Committee
4. Registration and Qualification Recognition Committee
5. Standards and Practice Committee
6. Chairpersons Committee
7. *Audit Committee

The terms of reference of these Committees can be found on the website of the PSI at <http://www.pharmaceuticalsociety.ie>

*The Audit Committee has a dual role, it is an advisory Committee to Council, however, it also examines the adequacy of the nature, extent and effectiveness of accounting and internal control systems within the PSI, to undertake the specific duties as outlined in its terms of reference and to support adherence to the principles of good governance throughout the PSI.

3.4 Registrar/CEO

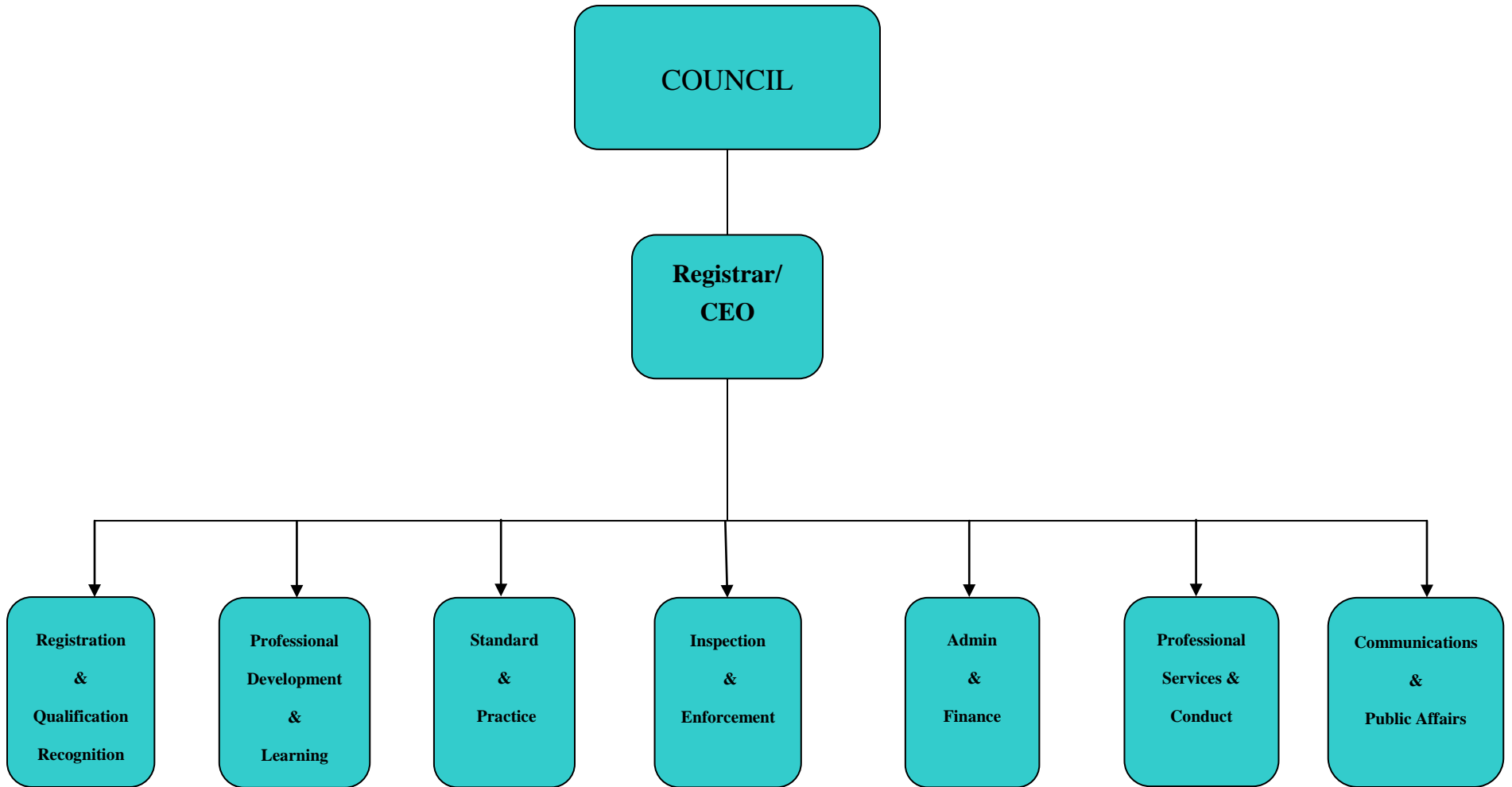
The primary role of the Registrar and Secretary of the Society is defined in the Pharmacy Act 2007, Schedule 1, Paragraph 13.

“The Registrar shall keep the registers, manage and control the administration and business of the Society and the Council and perform such other functions as may be determined by the Council.”

3.5 Organisational Structure of the Pharmaceutical Society of Ireland

The organisational structure of the Pharmaceutical Society of Ireland is presented on the following page.

Structure of the Pharmaceutical Society of Ireland



3.6 Outlines of Functional Units

3.6.1 Registration & Qualification Recognition Unit

The Registration and Qualification Recognition (RQR) Unit is responsible for ensuring the development and implementation of all registration-related provisions contained in the Pharmacy Act, 2007. These provisions include the development and quality assurance of high standard processes for persons or entities applying for registration or continued registration. This area is responsible for advising the Council, via the RQR Committee, on the development of appropriate policy relating to the RQR functions in line with evidence-based best practice, the implementation and evaluation of such policies and the promotion of national and international linkages relating to registration and qualification recognition.

3.6.2 Professional Development & Learning Unit

The Professional Development and Learning (PDL) Unit is responsible for ensuring the development and implementation of all education-related provisions contained in the Pharmacy Act, 2007. These provisions include the promotion and quality assurance of high standards of education and training for persons seeking to become and to remain registered pharmacists, the development and implementation of an effective system of continuing professional development and the carrying out of research into and evaluations of all education-related processes. This area is responsible for advising the Council, via the PDL Committee, on the development of appropriate policy relating to the PDL functions in line with evidence-based best practice, the implementation and evaluation of such policies and the promotion of national and international linkages relating to pharmacy education and training.

3.6.3 Standards & Practice Unit

The Standards and Practice division of the PSI is responsible for fulfilling an advisory and support function in the practice of pharmacy, and underpins this with ongoing engagement with stakeholders and other divisions of the PSI.

The role and purpose of the Standards and Practice division is inherently linked and attributable to the functions, duties and powers legislatively accorded to the PSI under the Pharmacy Act 2007. The duties of the PSI include, among others the requirement that it takes suitable action to improve the profession of pharmacy, and that it gives the Minister for Health and Children such information and advice about such matters relating to its functions as the Minister may call for.

3.6.4 Inspection & Enforcement Unit

The Inspection and Enforcement Unit conducts inspections of retail pharmacy businesses in line with

the policy of Council and the requirements of the Pharmacy Act 2007 and conducts investigations into complaints received and alleged breaches of the Pharmacy Act 2007 and other related legislation. The unit works under the auspices of the Inspection and Enforcement Committee and will support that Committee in carrying out its terms of reference devolved from Council.

3.6.5 Administration and Finance Unit

The Administration and Finance Unit provides administrative, HR, financial, ICT, and asset/facilities support to management and the other Units in the PSI.

3.6.6 Professional Services and Conduct

The primary functions of the Professional Services and Conduct Unit are as follows:

- Implementation and management of fitness to practise and fitness to operate systems under the Pharmacy Act 2007,
- Coordination within the PSI of the implementation of the Pharmacy Act 2007 and PSI Statutory Rules, and
- Provision of support to the Council, Committees and Office of the Registrar in the performance of the PSI's statutory functions and responsibilities.

The Pharmacy Act 2007 introduces into Irish law for the first time a “fitness to practise” system for pharmacists and a “fitness to operate” system for retail pharmacy businesses and pharmacy owners. Part 6 of the 2007 Act sets down in specific detail how the fitness to practise / operate system is to operate. It is anticipated that during 2009 the fitness to practise / operate system will be commenced and consequently will become fully operational. During 2009, this Unit will continue its work in establishing the necessary fitness to practise procedures and requirements in order that the system is ready upon commencement of the Part 6 of the Act by the Minister for Health and Children.

3.6.7 Communications and Public Affairs

The Communications and Public Affairs Unit of the PSI is responsible for managing the internal and external communications of the PSI, with a wide variety of stakeholders including the public and patients, the pharmacy profession, and the media. The Unit manages the PSI website, the PSI's official publication the *Irish Pharmacy Journal*, and in conjunction with the PSI's PR/Public Affairs advisors, relationships with the media and policy makers.

4. Organisational Units of the Pharmaceutical Society of Ireland and Information Held by Each

4.1 Classes of Records held by the Professional Development and Learning Unit

- Personal records for pre-registration Pharmacy graduates undergoing pre-registration training
- All records concerning the accreditation of new schools of Pharmacy and re-accreditation of established schools
- Current course training packs and records of course administration
- Course manuals and lecture notes, timetables and student lists for the current year
- Examination registers
- Examination scripts for the current and previous year
- Training manuals, assessments and correspondence and student projects for Pre-registration year students
- Records of conferring and certification
- All material related to the Professional Development and Learning Committee.

4.2 Classes of Records held by the Registration and Qualification Recognition Unit

- Registers of Pharmacists, Druggists, Pharmaceutical Assistants and Retail Pharmacy Businesses (RPB's)
- Preliminary Register for Pharmacists
- Registration files for Pharmacists, Druggists, Pharmaceutical Assistants and RPB's
- Correspondence concerning registration, fees and general queries
- The PSI database of Pharmacists, Druggists, Pharmaceutical Assistants and RPB's
- All material related to the Registration and Qualification Recognition Committee.

4.3 Classes of Records held by the Inspection and Enforcement Unit

- Inspection reports
- Complaint files
- All material pertaining to the Inspection and Enforcement Committee

4.4 Classes of Records held by the Standards and Practice Unit

- Correspondence with the Dept. of Health and Children (DOH&C), and other national and

international bodies, concerning issues relating to the regulation of the profession and Practice of Pharmacy

- Correspondence with professional associations, national and international
- Guidance documents concerning the Practice of Pharmacy
- PSI publications
- All material pertaining to the Standards and Practice Committee

4.5 Classes of Records held by the Administration and Finance Unit

- Records relating to the administration of the office of the Pharmaceutical Society of Ireland
- Personnel records
- Records of staff salary payments, PAYE / PRSI returns, VAT
- Records relating to fees paid to the PSI
- Records relating to the accounts of the PSI
- Draft and approved annual budgets
- Records relating to the assets of the PSI
- Records of requests for information under the FOI Act, the provision of the information and decisions made.
- All material pertaining to the Administration, Finance and Corporate Governance Committee

4.6 Classes of Records held by the Professional Services and Conduct Unit

(The fitness to practise / operate system has not yet been commenced and consequently does not hold records relating to the disciplinary matters provided for in Part 6 of the Pharmacy Act 2007 at this time)

4.7 Classes of Records held by the Communications and Public Affairs Unit

- Press Releases
- PSI Publications

5. Accessing Information under the FOI Act

5.1 Public access to information outside of the Freedom of Information Act

The Pharmaceutical Society of Ireland currently makes information routinely available to the public in relation to its functions and activities. Such information will continue to be available informally without the need to use the FOI Acts. The PSI web site is a major source of information about the Society. The web address is www.pharmaceuticalsociety.ie

5.2 Freedom of Information Acts – General Outline

The Freedom of Information Act, 1997 was passed into law on the 21st April 1997.

The Freedom of Information (Amendment) Act 2003 was passed into law on 11th April 2003.

The Act came into force for the Pharmaceutical Society of Ireland on 31st May 2006.

The Freedom of Information (FOI) Acts were introduced:

- To enable members of the public to obtain access to official information to the greatest extent possible, consistent with the public interest and the right to privacy;
- To enable persons to have personal information relating to them in the possession of public bodies corrected where the information held is incomplete, incorrect or misleading;
- To provide for the right of access to records held by public bodies;
- To provide for necessary exceptions to that right;
- To provide for assistance to persons to enable them to exercise that right;
- To provide for the independent review of decisions of public bodies
- relating to that right and of the operation of the Acts generally (including the proceedings of such bodies pursuant of the Acts) and for those purposes, to provide for the establishment of the Office of the Information Commissioner and to define its functions;
- To provide for the publication by public bodies of certain information about themselves relevant to the purposes of the Acts;
- To amend the Official Secrets Act, 1963, and
- To provide for related matters.

The 1997 Act establishes three new statutory rights:

- A legal right for each person to access information held by public bodies;
- A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading.
- A legal right to obtain reasons for decisions effecting oneself.

The Act gives right of access (subject to exemptions) to:

- All records created after commencement of the 1997 Act, i.e. 21st April 1998; such records created before that date of a non-personal nature as may be required to understand records created after commencement of the Act;
- Personal records regardless of when created, and
- In the case of staff members, personnel records created from a date 3 years before commencement of the Act.

5.3 Freedom of Information Act Arrangements within the Pharmaceutical Society of Ireland

Statement of Policy on Confidentiality and the Freedom of Information Acts:

The Pharmaceutical Society of Ireland is committed to making available to the public access to information held by this Society to the greatest extent possible in accordance with the provisions of the Freedom of Information Acts, 1997 and 2003, subject to the obligation of the Society to protect the right to privacy of the individual and to ensure access to information is consistent with the public interest.

Arrangements for the Operation of the Freedom of Information Acts, 1997 and 2003 within the Pharmaceutical Society of Ireland

Under the provisions of the Freedom of Information Acts members of the public have a right of access to the following records held by or under the control of the Pharmaceutical Society, unless such records are exempted under the Acts or are otherwise publicly available:

- All records created after the commencement of the 1997 Act, i.e. 21st April 1998.
- Such records of a non-personal nature created before that date as may be required to understand records created after commencement of the 1997 Act. Personal records regardless of when created.
- As regards staff records, members of staff have a right of access to those records created within the period of three years prior to the commencement date of the Act and all records created thereafter i.e. records created on and after 21st April 1995.

The Act also confers members of the public with the following rights:

- Reasons for decisions made by the Pharmaceutical Society of Ireland affecting members of the public.
- Correction of personal information which is inaccurate, incomplete or misleading.

5.4 Arrangements for a member of the public to access information held by the PSI

Under the FOI Act, anyone is entitled to apply for access to information not otherwise publicly available. Each person has a right to access records held by the PSI, to correct personal information relating to oneself held by the PSI where it is inaccurate, incomplete or misleading, and to access reasons for decisions made by the PSI directly affecting oneself.

It is suggested that a member of the public seeking such information should first attempt to obtain the information outside of the FOI Act by contacting the relevant Unit within the Society to discuss their request.

If it not possible to provide the information without recourse to the terms of the FOI Act, the applicant should submit their request for information in writing, stating that the information is being sought under the Freedom of Information Act, to:

The Information Officer
Pharmaceutical Society of Ireland
18, Shrewsbury Road
Dublin 4

The information supplied should be sufficient to enable the record being sought to be identified by the taking of reasonable steps by the PSI.

The applicant's written request for information under the FOI Act shall be logged by the Information Officer (IO). If the request cannot be processed, due to insufficient particulars in the original request, the Information Officer or another of their behalf shall immediately contact the applicant and discuss and agree with the applicant a revised request for information.

If it is apparent to the Information Officer that the information sought can most likely be located, based upon the details provided in the request, the IO shall respond to the applicant within two weeks by sending a letter confirming receipt of the application and laying out the details of the timeframe within which the request shall be processed, how the request shall be processed, the fee (if any) to be submitted to the Society by the applicant, the applicant's rights to seek review if the request is deemed to have been refused and the procedures and timeframe governing the exercise of those rights. It should be noted that a 'week' means a period of 5 consecutive week-days and, in determining such a period, a Saturday or public holiday shall be disregarded and 'weeks' shall be construed accordingly.

On receipt of the estimated fee, the Information Officer (IO) for the PSI, who has been appointed to this position and trained in the meaning and application of the Act, will consider the request.

The IO shall review the request to determine if the information is to be provided under the terms of the FOI Act. The IO may consider refusing the request if any of the following circumstances apply:

- The record does not exist or cannot be found
- The request does not sufficiently identify the record required
- The request would require a substantial and unreasonable workload for the Society
- Publication of the information requested is required by law within 12 weeks
- The required fee or deposit has not been paid by the requestor, or the fee in respect of a previous request by the same requestor has not been paid.

- The request is considered to be frivolous or vexatious, or to form part of a pattern of frivolous or vexatious requests made by the same applicant, or from different applicants who appear to have made the requests acting in concert

The Oxford English Dictionary defines 'frivolous' as: 'of little weight, value or importance; not worthy of serious attention; having no reasonable ground or purpose; characterised by lack of seriousness or sense; silly'.

The adjective "vexatious" needs to be seen in its statutory context within the Act. Certainly, *repeated and very closely sequential* requests for precisely the same records may be properly characterised as "vexatious" and refused on that basis. However, requests which are made close in time to one another may not, in circumstances, qualify as vexatious. This is firstly because the later requests may in fact encompass subsequently altered or annotated, or newly created, records, and hence open fresh ground for decision. Secondly, this may be because the lapse of time itself, between requests for precisely the same documents, may have resulted in significant changes in the circumstances surrounding the documents (regarding the consequences of disclosure or the public interest), such that a possibly different decision may result.

- The request relates to the deliberative process of the Society (including opinion, advice, recommendations and consultations) and disclosure would be contrary to the public interest.
- The request would prejudice tests, examinations, investigations, inspections or inquiries. It is interpreted from this that the Society's investigation procedures, inspections and matters relating to consideration of items by the Law Committee may be exempt from FOI. Similarly, banks of examination questions which are to be reused would also be exempt.
- The documents requested are protected by legal privilege. This protection does not lapse on completion of the legal process, and includes all documentation prepared for the purposes of litigation.
- Information obtained in confidence, where disclosure would prejudice the chances of obtaining further such information and it is important that further such information be obtained, or if disclosure would breach a duty of confidence.

If the request is not considered to fall within the scope of the above, the IO may accede to the applicant's request for information or records and shall respond to the applicant's request within four weeks of receiving the application.

On receiving personal information, the applicant may have this information corrected if it is incomplete, incorrect or misleading. The IO will address any corrections as needed.

5.5 Rights of Review and Appeal

If the IO's decision is to refuse the applicant's request for information, the applicant will be notified and will also be informed of their rights of review and appeal of the IO's decision. The applicant may

submit their request for information under FOI to the FOI Internal Appeals Committee. The Internal Appeals Committee will comprise the Registrar and member/s of the management team not connected with the original application.

An appeal must be submitted within four weeks of initial decision by the IO. The PSI must complete the review within three weeks. Such an internal appeals system must be completed before an appeal to the Information Commissioner can be made.

Following the completion of the internal review and refusal by the Appeals Committee of the PSI, the applicant may seek independent review of the decision from the Information Commissioner. Also, if the applicant has not received a reply to their application for internal review within three weeks, this is deemed to be a refusal and the applicant may appeal the matter to the Commissioner.

Appeals should be made in writing directly to the Information Commissioner at the following address:

Office of the Information Commissioner,
18, Lower Leeson Street,
Dublin 2.
Phone: 01 678 5222
Fax: 01 661 0570
E-mail: FOI@Ombudsman.irlgov.ie

5.6 Fees

5.6.1 Freedom of Information (Fees) Regulations 2003

Regulations have been made by the Minister for Finance prescribing fees for the purposes of section 47(6A) of the Freedom of Information Act 1997. These fees are effective from 7 July, 2003.

The following fees will apply to FOI requests under section 7 of the FOI Act (requests for access to records) and applications under section 14 (internal review) and 34 (review by Information Commissioner) received on or after 7 July 2003:

Requests for records

A standard application fee of €15 must accompany an FOI request under section 7 for a record or records containing non-personal information.

A reduced fee of €10 applies if the person making such a request is covered by a medical card.

The following requests/applications are exempt:

- a request under section 7 for a record or records containing only personal information related to the requester.
- an application under section 17 (right of amendment of records relating to personal information).
- an application under section 18 (right of person to information regarding acts of public bodies affecting the person).

Internal Review

A standard fee of €75 must accompany an application for internal review under section 14.

A reduced fee of €25 applies if the person bringing the application is a medical card holder or a dependant of a medical card holder.

The following internal review applications are exempt:

- an application in relation to a decision concerning records containing only personal information related to the applicant.
- an application in relation to a decision under section 17 (right of amendment of records relating to personal information).
- an application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person).
- an application in relation to a decision to charge a fee or deposit, or a fee or deposit of a particular amount.

Review by Information Commissioner

A standard fee of €50 must accompany applications to the Information Commissioner for review of decisions made by public bodies under section 34.

A reduced fee of €50 applies if:

- the person bringing the application is a medical card holder or a dependant of a medical card holder or
- the person is specified in section 29(2) i.e. a third party with the right to apply directly to the Information Commissioner where a public body decides to release their information on public interest grounds.

The following applications to the Information Commissioner are exempt:

- an application concerning records containing only personal information related to the applicant.
- an application in relation to a decision under section 17 (right of amendment of records relating to personal information).
- an application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person).
- an application in relation to a decision to charge a fee or deposit exceeding €25 under section 47 in respect of search and retrieval and photocopying of records (decisions in relation to the charging of fees or deposits for search and retrieval and/or photocopying of less than €25 are not subject to review by the Information Commissioner).
- an application in relation to a decision to charge a fee under section 47(6A), or a fee of a particular amount under section 47(6A), on the grounds that the records concerned do not contain only personal information related to the requester or the requester is not a medical card holder or a dependant of a medical card holder.

A summary of the fees applicable is contained in table below

Type of Request/Application	Standard Fee*	Reduced Fee **
Request for a record		
Initial request	€15	€10
Internal review	€75	€25
Review by Information Commissioner	€150	€50
Request for a record containing personal information	No charge	No charge
Application under section 17 for amendment of a record containing incorrect, incomplete or misleading personal information	No charge	No charge
Application under section 18 for the reasons for a decision affecting the individual	No charge	No charge

** Fee will not apply where a person appeals a decision to charge a fee or deposit, or a fee or deposit of a particular amount under section 47 of the FOI Act*

*** Reduced fee will apply in respect of third parties who appeal a decision of a public body to release their information on public interest grounds*

5.6.2 Other Charges

Fees may be charged as follows:

- In respect of personal records, no fees are charged in respect of the cost of copying the records requested unless a large number of records are involved;
- In respect of other (non-personal) information, fees may be charged for the time spent in efficiently locating and copying records based on a standard hourly rate of € 20.95. This process is more commonly known as search and retrieval;
- No charges will apply in respect of the time spent by the Department in considering requests.
- A deposit may be payable where the total fee is likely to exceed €50.79. In these circumstances, the Society will, if requested, assist in amending the request so as to reduce or eliminate the fee.

Charges may be waived in the following circumstances

- where the collection and related costs would exceed the amount of the fee;
- where the information is of particular assistance to the understanding of an issue of national importance;
- in the case of personal information, where such charges would not be reasonable having regard to the means of the applicant.

Charges

- Search and Retrieval - €20.95 per hour
- Photocopying - €0.04 per copy
- 3 1/2" Computer Diskette - €0.51
- CD-ROM - €10.16
- Radiograph - €6.35

Office of the Registrar

Registrar (CEO) - Dr Ambrose McLoughlin

Policy Development Officer - Dr Cheryl Stokes

Personal Assistant to the Registrar and Council President - Josephine Aylward

Complaints - Susan Payne

Legal Affairs

Legal Affairs Executive - Rory Kennedy

Education and Registration

Education and Registration Officer - Lorraine Horgan

Education and Registration Executives

EU Registration, Maintenance of the Register and Accreditation Reports: Goretta Warde

National & UK Registration, Pre-Registration and Accreditation Reports: Louise Holly

Non-EU Registration, Preliminary Registration and Pharmacy Technicians: Emma Pierce

Registration of Pharmacies and Accreditation Reports: Susan Payne

Education Project Co-ordinator: Ciara Dooley

Standards and Practice

Senior Inspector - Damhnait Gaughan, M.P.S.I.

Inspector - Dr Cora Nestor, M.P.S.I.

Inspection and Enforcement

Head of Administration and Development Manager for Inspection and Enforcement: John Bryan

Inspector - Dr Joan Warren, M.P.S.I.

Inspection & Enforcement Executive: Liz Kielty

Administration and Finance

Deputy Head of Administration - Sinead O'Keeffe

Accounts and Human Resources Administrator - Patricia Daly

Communications and Public Affairs (including the Irish Pharmacy Journal)

Head of Communications and Public Affairs - Kate O'Flaherty

Administrator - Carol Keogh