

# Right to Rectification Procedure

## Overview

This procedure has been developed to enable effective responses to requests to realise the Right to Rectification.

## Procedure

The basic procedure is as follows:

1. Individuals will raise requests for rectification with the Data Protection Representative (DPR), which will be logged along with the time and date;
2. Where the identity of the Data Subject has not been confirmed, the DPR will contact the Data Subject to request proof of identity – this should be in the form of a current passport or driving license.
3. The DPR will assess the appropriateness of the request and decide whether to meet it or not;
4. If the request is to be met, the DPR will forward on the request to the appropriate Data Manager who will carry out the rectification and notify the DDPR when the request has been completed;
5. The DPR will notify the individual via email their request has been carried out.
6. If the request is not to be met, the DPR will email the requestor explaining why this is the case and highlighting their right to complain to the relevant supervisory authority – this will be logged. Reasons for refusing a request include:
  - a. We are satisfied the data in question is actually accurate; or
  - b. The request is unfounded or excessive (e.g. it is repeated)
7. The results of requests will be logged by the DPR;
8. All requests will be completed within one month of receipt.