



**Data Subject**

**Request Procedure**

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## Introduction

This procedure is intended to be used when a data subject exercises one or more of the rights they are granted under the European Union General Data Protection Regulation (GDPR).

Each of the rights involved has its own specific aspects and challenges to Tovie AI Limited in complying with them and doing so within the required timescales. In general, a proactive approach will be taken that places as much control over personal data in the hands of the data subject as possible, with a minimum amount of intervention or involvement required on the part of Tovie AI Limited. This may be achieved by providing online access to the personal data so that the data subject can verify and amend it as required.

However, in some cases there is a decision-making process to be followed by Tovie AI Limited, hereinafter referred to as the «Company», regarding whether a request will be allowed or not; where this is the case, the steps involved in these decisions are explained in this document.

This procedure should be considered in conjunction with the following related documents:

- *Data Protection Impact Assessment Process*
- *Personal Data Breach Notification Procedure*
- *Privacy and Personal Data Protection Policy*
- *ISO27K and GDPR mapping*

## General Points

The following general points apply to all of the requests described in this document and are based on *Article 12* of the GDPR:

1. Information shall be provided to the data subject in a concise, transparent, intelligible and easily accessible form, using clear and plain language
2. Information may be provided in writing, or electronically or by other means
3. The data subject may request the information orally (e.g. over the telephone or face to face), as long as the identity of the data subject has been established
4. We must act on a request from a data subject, unless we are unable to establish their identity
5. We must provide information without undue delay and within a maximum of one month from the receipt of the request
6. The response timescale may be extended by up to two further months for complex or a high volume of requests – the data subject must be informed of this within one month of the request, and the reasons for the delay given
7. If a request is made via electronic form, the response should be via electronic means where possible, unless the data subject requests otherwise
8. If it is decided that we will not comply with a request, we must inform the data subject without delay and at the latest within a month, stating the reason(s) and informing the data subject of their right to complain to the supervisory authority
9. Generally, responses to requests will be made free of charge, unless they are “*manifestly unfounded or excessive*” (*GDPR Article 12*), in which case we will either charge a reasonable fee or refuse to action the request
10. If there is doubt about a data subject’s identity, we may request further information to establish it

Please refer to the exact text of the GDPR if clarification of any of the above is required.

The procedure for responding to requests from data subjects is set out Table 1. The specifics of each step in the procedure will vary according to the type of request involved – refer to the relevant section of this procedure for more detail.

## Procedure Steps

TABLE 1 - PROCEDURE STEPS

Step	Description	People involved
<b>Data subject request received</b>	The data subject submits a request via one of a number of methods, including electronically (via email or via our website), by letter or on the telephone. This may be received by any part of the organization but should ideally be channelled through customer services. A <i>Data Subject Request Form</i> is available for this purpose.	Customer Services
<b>Log data subject request</b>	The fact that the request has been received is logged in the <i>Data Subject Request Register</i> and the date of the request recorded.	Request Administrator
<b>Confirm identity of data subject</b>	The identity of the data subject is confirmed via an approved method. More information may be requested to confirm identity if required. If the identity of the data subject cannot be confirmed, the request is rejected and the reason for this communicated to the data subject.	Request Administrator
<b>Evaluate validity of request</b>	The test of whether the request is " <i>manifestly unfounded or excessive</i> " is applied. If so, a decision is made whether to reject the request or apply a charge to it.	Request Administrator Data Protection Officer

	<p>In the case of requests for rectification, erasure, restriction of, or objection to, processing, a decision is also taken about whether the request is reasonable and lawful. If not, the request is rejected and the data subject informed of the decision and their right to complain to the supervisory authority.</p>	
<b>Charge for request</b>	<p>If a charge is applied, the data subject is informed of the charge and has an opportunity to decide whether or not to proceed. If the data subject decides not to proceed, the request is rejected and the reasons communicated.</p>	Request Administrator Data Protection Officer
<b>Compile requested information</b>	<p>The relevant information is compiled according to the type of request. This may involve planning how the requested action, e.g. erasure or restriction of processing, will be achieved. A maximum of one month is permitted; if the request will take longer than that then a maximum of two further months are allowed and the data subject must be informed of the delay and the reasons for it within one month of the request being submitted.</p>	Request Administrator Data Owner
<b>Take requested action/provide requested information</b>	<p>The requested action is carried out (if applicable) and the information requested is provided to the data subject electronically, if that is the</p>	Request Administrator

	preferred method, or via other means.	
<b>Close data subject request</b>	The fact that the request has been responded to is logged in the <i>Data Subject Request Register</i> , together with the date of closure.	Request Administrator

## The right to withdraw consent

The data subject has the right to withdraw consent where the basis for processing of their personal data is that of consent (i.e. the processing is not based on a different justification allowed by the GDPR such as contractual or legal obligation).

Before excluding the data subject's personal data from processing, it must be confirmed that consent is indeed the basis of the processing. If not, then the request may be rejected on the grounds that the processing does not require the data subject's consent. Otherwise, the request should be allowed.

In many cases, the giving and withdrawal of consent will be available electronically i.e. online, and this procedure will not be required.

Where consent involves a child (defined by the GDPR as age 16+ unless changed by law in individual member states) the giving or withdrawal must be authorised by the holder of parental responsibility over the child.

## The right to be informed

At the point where personal data are collected from the data subject or obtained from another source, there is a requirement to inform the data subject about our use of that data and their rights over it. Compliance with this right is addressed in a separate document, *Privacy Policy*, which describes the information that must be provided and sets out how and when this must be achieved.

## **The right of access**

A data subject has the right to ask Company whether we process data about them, to have access to that data and in addition the following information:

1. The purposes of the processing
2. The categories of the personal data concerned
3. The recipients, or categories of recipients, of the data, if any, in particular any third countries or international organizations
4. The length of time that the personal data be stored for (or the criteria used to determine that period)
5. The data subject's rights to rectification or erasure of their personal data and restriction of, or objection to, its processing
6. The data subject's right to lodge a complaint with a supervisory authority
7. Information about the source of the data, if not directly from the data subject
8. Whether the personal data will be subject to automated processing, including profiling and, if so, the logic and potential consequences involved
9. Where the data are transferred to a third country or international organization, information about the safeguards that apply

In most cases, the decision-making process for such requests will be straightforward unless it is judged that the request is manifestly unfounded or excessive.

## **The right to rectification**

Where personal data is inaccurate, the data subject has the right to request that it be corrected and incomplete personal data completed based on information they may provide.

Where necessary, Company will take steps to validate the information provided by the data subject to ensure that it is accurate before amending it.



## **The right to erasure**

Also known as “the right to be forgotten”, the data subject has the right to require Company to erase personal data about them without undue delay where one of the following applies:

- The personal data are no longer necessary for the purpose for which they were collected
- The data subject withdraws consent and there is no other legal ground for processing
- The data subject objects to the processing of the personal data
- The personal data have been unlawfully processed
- For compliance reasons, i.e. to meet the legal obligations of Company
- Where the personal data was relevant to the data subject as a child

Reasonable efforts must be made to ensure erasure where the personal data has been made public.

Company will need to make a decision on each case of such requests as to whether the request can or should be declined for one of the following reasons:

- Right of freedom of expression and information
- Compliance with a legal obligation
- Public interest in the area of public health
- To protect archiving purposes in the public interest
- The personal data is relevant to a legal claim

## **The right to restrict processing**

The data subject can exercise the right to a restriction of processing of their personal data in one of the following circumstances:

- Where the data subject contests the accuracy of the data, until we have been able to verify its accuracy

- As an alternative to erasure in the circumstances that the processing is unlawful
- Where the data subject needs the data for legal claims but it is no longer required by us
- Whilst a decision on an objection to processing is pending

Company will need to make a decision on each case of such requests as to whether the request should be allowed.

Where a restriction of processing is in place, the data may be stored but not processed without the data subject's consent, unless for legal reasons (in which case the data subject must be informed). Other organizations who may process the data on our behalf must also be informed of the restriction.

### **The right to data portability**

The data subject has the right to request that their personal data be provided to them in a "*structured, commonly-used and machine-readable format*" (GDPR Article 20) and to transfer that data to another party e.g. service provider. This applies to personal data for which processing is based on the data subject's consent and the processing carried out by automated means.

Where feasible, the data subject can also request that the personal data be transferred directly from our systems to those of another provider.

For services that come under this category, little decision-making is required for each case and it is highly desirable that this process is automated in its execution.

### **The right to object**

The data subject has the right to object to processing that is based on the following legal justifications:

- For the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- For the purposes of the legitimate interests of the controller

Once an objection has been made, Company must justify the grounds on which the processing is based and suspend processing until this is done. Where the personal data is used for direct marketing we have no choice but to no longer process the data.

### **Rights in relation to automated decision making and profiling**

The data subject has the right to not be the subject of automated decision-making where the decision has a significant effect on them, and can insist on human intervention where appropriate. The data subject also has the right to express their point of view and contest decisions.

There are exceptions to this right, which are if the decision:

- Is necessary for a contract
- Is authorised by law
- Is based on the data subject's explicit consent

In assessing these types of request, a judgement needs to be made about whether the above exceptions apply in the particular case in question.

## Annex 1 Data Subject Request Form

This form should be used to submit a data subject request under the provisions of the European Union General Data Protection Regulation (GDPR).

### Submitter Details

<b>Title:</b>	
<b>Name:</b>	
<b>Address:</b>	
<b>Customer/Account Number:</b>	

### Type of Request

Please select the type of request you are making:

- Consent Withdrawal*
- Access request*
- Rectification of personal data*
- Erasure of personal data*
- Restriction of processing of personal data*
- Personal data portability request*
- Objection to processing of personal data*
- Request regarding automated decision making and profiling*

**Personal data involved**

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**Request details**

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**Request reason/justification**

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<b>Signature:</b>	
<b>Name:</b>	
<b>Date:</b>	

Once completed, this form should be submitted via email to:

[client@tovie.ai](mailto:client@tovie.ai)

or posted to:

**128 City Road, London, United Kingdom, EC1V 2NX**