

# RIGHT TO RECTIFICATION

**THE RIGHT TO RECTIFICATION** is one of 8 rights in the General Data Protection Regulation (GDPR). The GDPR comes into force in the UK on the 25th May 2018. Along with the new Data Protection Bill, the GDPR is the biggest shake up of data protection law in the UK since 1998.

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## What is the right to rectification?

**The right to rectification** gives you the right to ask an organisation to correct an error or inaccuracy they may have on file relating to your personal data.

**You have the right** to tell an organisation if anything about your personal data is incomplete or if something is missing.

**Examples of errors to personal data include but are not restricted to:**

- Your name is misspelt.
- Your address is incorrect; such as the wrong flat or house number, wrong postcode, wrong street name or wrong town or city.
- Your date of birth has the wrong day, month or year.
- Details about your education or employment are incorrect or have information missing.
- Errors on your credit report.

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## Why is rectifying a data problem important?

**Many companies** use personal data to make decisions about you or to confirm who you are.

**If the data** they hold is inaccurate it could negatively impact a decision made about you or lead to problems or misunderstandings.

**If an organisation** holds inaccurate personal data relating to you, you could experience problems:

- accessing an account with a service provider.
- seeking approval for a financial loan such as a mortgage.
- proving or confirming your identity.

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## What to do if you find an error

**You should contact** the organisation and tell them there is an error with your personal data.

**The organisation** will ask you what needs to be changed, you must then provide them with the correct data.

**If important data** is missing you can send the organisation further information which you want to be added to your personal data.

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## How quickly will the organisation respond?

The **organisation** must respond to your request within one month.

If the **problem** is complex the organisation can extend the response time by a further two months.

The **longest** you will have to wait for the problem to be resolved is three months.

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## Will I have to pay a fee?

**No**, you won't have to pay.

If an **organisation** asks for payment to resolve a problem you should contact the Information Commissioners Officer ([www.ico.org.uk](http://www.ico.org.uk)).

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## How will I know if the problem has been resolved?

**You can ask** the organisation to write to you to confirm the error has been resolved or that the missing information has been added.

**The organisation** is under no obligation to do this unless you ask them to.

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## What if the error isn't with just one organisation?

**Contact** the organisation you think the problem started with.

If **they have** shared your data with other organisations or third parties, it is the original organisation's responsibility to tell anyone they have shared your data with that the data is incorrect or has information missing and needs to be rectified.

If **you aren't sure** where the error began you will have to contact all the organisations who have your data which may contain the error and ask them to rectify the problem.

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## Don't forget

- An organisation must resolve the problem within a month.
- You will not be charged for asking for an error to be rectified.
- The accuracy of your personal data can lead to problems with ID or issues with your credit record.
- If you want proof the problem has been resolved you must ask the organisation to confirm their actions in writing.