

Your Rights

The Data Protection Act 2018 and UK GDPR gives individuals rights relating to their personal data and information. There are eight individual rights:

- The right to access your data.
- The right to have data rectified if it is inaccurate.
- The right to have data deleted.
- The right to object.
- The right to ask for data processing to be restricted.
- The right to receive information regarding automated decision making.
- The right to data portability.
- The right to make a complaint.

The right to access your data

The data protection regulations give you the right to ask for a copy of the personal data that LiveWest hold about you.

How to make a Subject Access Request

You can make a Subject Access Request verbally or in writing. To understand the detail of your request, LiveWest may need to contact you to confirm exactly what data you wish to receive. You may find it useful to complete a Subject Access Request Form. The more information you can provide will help us to process your request more quickly and reduce the volume of data sent to you, enabling you to locate the relevant data easily. Before LiveWest can start to process your request, you will be asked for proof of identity.

In order to make or discuss a subject access request please contact us by:

- Email: data.protection@livewest.co.uk
- Phone: 0300 123 8080
- In writing:
The Data Protection Manager
LiveWest
1 Wellington Way
Exeter
EX5 2FZ

How do LiveWest process Subject Access Requests?

Once LiveWest have clarified the detail of your request and have received proof of identification, your request will be responded to within one month. If you make a number of

requests or your request is complex, LiveWest may need extra time to respond. If this is the case, you will be informed of this within one month of us receiving your request.

What information can I receive in a Subject Access Requests?

A Subject Access Request entitles you to see the personal information that LiveWest hold about you.

Please note:

A Subject Access Request will not include property details such as repairs logs or information regarding property repairs, as this is not regarded as personal data. Third-party data which identifies someone else will be removed from your request. This will often apply if you are requesting a request in relation to anti-social behaviour or neighbour disputes.

How much does it cost?

There is no charge for making a request.

The right to have your data rectified if it is inaccurate

If your data is inaccurate or there is data missing from your record, you have the right to ask us to rectify this. LiveWest ask that all customers keep inform of any changes in circumstance, so that data can be kept up to date.

If LiveWest discover that data held is inaccurate and has been shared with a third-party, such as a Local Authority, LiveWest will contact those recipients to instruct them to rectify the information that they hold, unless this proves impossible or involves disproportionate effort.

The right to have your data deleted

Data protection regulations give you the right to ask for any of your personal data that we hold to be deleted. This could be for a variety of reasons, such as LiveWest not having any reason for continuing to process your data. It could also apply if you are withdrawing your consent and will no longer be receiving a service from us.

If there is no legal basis for us to retain your data, your request will be processed. However, if LiveWest are required to retain the data and have a lawful basis for doing so, then the request can be lawfully refused.

If LiveWest discover that data held is inaccurate and has been shared with a third-party, such as a Local Authority, LiveWest will contact those recipients to instruct them to rectify the information that they hold, unless this proves impossible or involves disproportionate effort.

LiveWest will respond to any request for deletion of data within one month. If the request is more complex and we need more time, LiveWest will contact you within one month of the original request. If no action is going to be taken, LiveWest will explain why and inform you of your right to make a complaint to the Information Commissioners Office.

The right to object

You have the right to object to the processing of your data for the purposes of statistical research or marketing, or where data processing is being carried out for the legitimate interests of LiveWest and you have legitimate grounds to object to the processing. If LiveWest have shared this data with a third-party, such as a Local Authority, LiveWest will endeavour to contact those recipients to inform them of your objection, unless this proves impossible or involves disproportionate effort.

LiveWest will respond to any request for deletion of data within one month. If the request is more complex and we need more time, LiveWest will contact you within one month of the original request. If no action is going to be taken, LiveWest will explain why and inform you of your right to make a complaint to the Information Commissioners Office.

The right to ask for data processing to be restricted

You have the right to ask LiveWest to restrict the processing of your personal data. This is when you have a particular reason for requesting this, for example, you are questioning how your data is held. Restricting the processing of personal data is normally a temporary measure. Whilst the restriction applies, LiveWest cannot use the data without your consent, however it will still be retained but taken out of general use. The right of restriction is normally used pending the outcome of an objection.

If LiveWest have shared this data with a third party, such as a Local Authority, they will be contacted to inform them of your request for restriction, unless this proves impossible or involves disproportionate effort.

LiveWest will respond to any requests within one month. If the request is complex and we need more time, you will be contacted within one month of the original request. If no action will be taken, LiveWest will explain why and inform you of your right to make a complaint to the Information Commissioners Office.

The right to receive information regarding automated decision making

LiveWest do not use automated decision making or profiling.

The right to data portability

The right to data portability allows you to request the transfer of your personal data to another organisation. This right is more limited than other data rights and will not be applicable to much of the data that LiveWest hold.

If you want further information about data portability, you can visit the [Information Commissioners Office website](#).

If you have a specific question about your personal data in relation to data portability, please email the data protection manager at LiveWest on data.protection@livewest.co.uk.

The right to make a complaint

If you have concerns regarding the way that LiveWest are collecting, using, or storing your data, you can raise this with our Data Protection Officer by:

- Email: data.protection@livewest.co.uk
- Phone: 0300 123 8080
- In writing:

Data Protection Officer
LiveWest
1 Wellington Way
Exeter
EX5 2FZ

If you are unhappy with the way in which LiveWest have responded to your concerns, you can raise this with the Information Commissioners Office by:

- Phone: 0303 123 1113
- Via live chat
- Completing an ICO complaint form

More information on raising a concern with the [Information Commissioners Office can be found on their website](#).