

DATA SUBJECTS' RIGHTS

Under the General Data Protection Regulation an individual has the right to make various requests to an organisation in relation to the personal data (also known as personal information) that the organisation holds about them. Below we summarise the main rights that individuals have in relation to that personal data.

In this document we refer to 'data subjects' who are individuals whose personal data is being processed by Brooke and to 'processing' which means any action taken by Brooke such as obtaining, storing and using that personal data, or updating that personal data.

Types of requests

Right of access	You have the right to obtain confirmation that your personal information is being processed, access to your personal information and certain other information about how we capture and process your data. Formerly known as a Subject Access Request.
Right of rectification	You have the right to request that we correct and update factually inaccurate information that we may hold about you or complete it if it is incomplete.
Right to erasure	<p>You have the right to request that your information be deleted from our systems and databases.</p> <p>The right is not an absolute one and only applies in certain circumstances as follows:</p> <ul style="list-style-type: none">• the personal information is no longer necessary for the purpose which it was originally collected or processed• we rely on consent, and you withdraw consent;• we rely on legitimate interests, you object to the processing of your data, and there is no overriding legitimate interest for us to continue this processing;• we are processing for direct marketing purposes and you object;• we have processed the personal information unlawfully; or

	<ul style="list-style-type: none"> • we have to do it to comply with a legal obligation.
Right to restrict processing	<p>You have the right to request that we restrict the processing of your personal information in the following circumstances:</p> <ul style="list-style-type: none"> • When you are contesting the accuracy of the data we hold, and we are verifying the accuracy of that data. • When you have objected to the processing of your information under the lawful basis of legitimate interest, and we are considering whether our legitimate grounds override your own • When the processing is unlawful and you oppose erasure and request restriction instead • Where we no longer need the information, but you have requested your data from us to establish, exercise or defend a legal claim.
Right to object to processing	<p>You have the absolute right to stop the processing of your personal information in the following circumstances:</p> <ul style="list-style-type: none"> • for direct marketing purposes (including profiling), • where we may be processing your information under the legitimate interest basis.
Rights in relation to automated decision making and profiling	<p>You have the right to object to automated decisions where we are using your personal information in a computerised model or algorithm to make decisions "that have a legal effect on you" or where they are profiling you eg for wealth screening purposes.</p>
Right to data portability	<p>You have the right to data portability. This means that you can obtain and reuse your personal information for your own purposes across different services.</p>

A more detailed explanations of these and other data subjects' rights is available on the [Information Commissioner's website](#).

How to make a request

If you wish to make a request to Brooke, we may be able to deal with it by telephone or by email. If your request is more complex such as a request for access to the personal data Brooke holds about you the request must be made in writing (this may be in electronic form).

Before we can act on any request, we must:

- be sure of your identity
- be provided with sufficient information to be able to action your request
- where you are seeking access to your personal data, be supplied with information from you in order to locate the information you seek

In all cases we will endeavour to respond to your request and reply to you confirming that we have actioned it or, if we have not done so, will provide you with an explanation of why we have not done so.

If you are making a request for a right of access to your personal data you are entitled:

- to be informed whether your personal data are being processed by Brooke
- to have the information constituting the personal data communicated to you in a permanent form (in commonly used electronic form in many cases)
- to be given supporting explanatory materials including a summary of the sources, recipients and purposes of the processing.

Please be aware that where we believe that any requests are manifestly unfounded or excessive we reserve the right to charge a reasonable fee or refuse to act on your request.

Data subject request form

You may make a request in writing in any way you choose. A [data subject request form](#) (Word 54kb) is available for your convenience.

The form sets out where you should send your request as well as the various ways in which you provide us with proof of your identity. You are not, however, obliged to use this form if you do not wish to do so.

What happens after you submit your request?

On receipt of your completed request, verification of your identity, and sufficient details to enable us to deal with your request, Brooke is obliged to respond within one calendar month to your request. This period may be extended in certain circumstances. Data protection laws are complex and your request will be actioned by us subject to any applicable exemptions. Where you are making any request for access to your personal data the data will be provided as of the date of receipt of your request and all necessary supporting documents and proofs of identity.

If you have any reason to believe that Brooke has not dealt correctly with your request, please contact Brooke's Data Protection team in the first instance using the contact details below:

GDPR Programme Manager
The Brooke Hospital for Animals
5th Floor, Friars Bridge Court,
41-45 Blackfriars Road, London SE1 8NZ

Email: dataprotection@thebrooke.org

If you are still not satisfied, you should contact the Information Commissioner who is officially appointed to consider such complaints. Further information about making a complaint is available on the [Information Commissioner's website](#).

More information

For information about how Brooke uses your personal data please see our [privacy statement](#).

Please note that the Freedom of Information Act and the Environmental Information Regulations do not apply to Brooke.