

Personal information and your rights

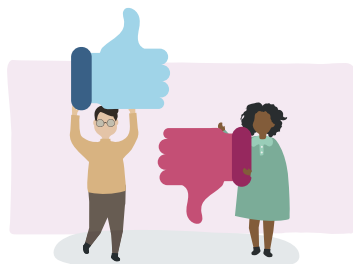
Easy read guide



There are rules about how organisations keep people's personal information.



The rules are called the General Data Protection Regulations or GDPR.



The rules give people rights about how organisations keep their personal information.

What is personal information?



Personal information is information that can be used to identify you.

This includes:



- Your name
- Your address
- Your telephone number
- Your email address
- Links to your social media accounts like Facebook, Twitter or Instagram



Who might have your personal information?



Many different organisations may have your personal information.

These include:



- Your doctor or any other part of the health services



- Your local council



- Any other service that you get like maybe a support service



- A business that you use like your bank, or if you have a loyalty card from a shop



- A social media company like Facebook or Instagram



- A club or a group you belong

to

Your rights



You have the right to be told if anyone is collecting or using your personal information.

You have the right to know:



- Why they have collected your personal information



- How long they will keep it for



- Who they will share it with

Checking your personal information



You have the right to see the personal information that an organisation has about you.



You can ask for it either by speaking to someone in person or in writing.



They must show you the information within one month.

The way they show you the personal information that they have about you must be:



- Easy to understand
- Easy to get
- In clear and plain language

Making sure your personal information is right



You have the right to ask for your personal information to be

changed if it is wrong.



You can ask either by speak to someone or in writing.



They must put it right within one month.

Getting your personal information deleted



If you don't want the organisation to have your personal information, you have the right to have it deleted.



You ask by speaking to someone or in writing.



They must delete it within one month.



They may refuse to delete your information.



They are allowed to do this in certain circumstances. For instance in some cases the law says the information should not be deleted.



If they are refusing to delete your information, they must write to you to explain why. They must do this within one month.

For more information



You can get more information from:

The Information Commissioners Office www.ico.org.uk