

## **Call Assist Data Subject Request Form**

The Call Assist Data Subject Request Form has been created to assist you with exercising your individual rights in relation to the personal data that Call Assist retains about you in line with the General Data Protection Regulation (GDPR).

### **Type of Request**

In line with the GDPR, Call Assist provides you with the option to exercise the following Individual Rights in relation to your personal data:

- Right of Access;
- Right to Rectification;
- Right to Erasure;
- Right to Restrict Processing;
- Right to Data Portability;
- Right to Object;
- Rights in relation to Automated Decision Making and Profiling.

### **What data do we ask for and why?**

At Call Assist we make Data Security an integral part of our daily operation. For this reason we will require you to provide us with the following information to enable us to process your Data Subject Request:

1. Forename;
2. Surname;
3. Email Address or Full Postal Address;
4. Identification - used solely as Proof of Identity.

In order for your Data Subject Request to be fulfilled, we require you to provide us with Proof of Identity. Acceptable forms of Identification include:

- Passport;
- UK Drivers Licence;
- EU Identity Card;
- Council Tax Bill;
- Credit Card Statement;
- Pension Book;
- Bank Account Statement.

A copy of your Identification needs to be provided at the same time when you are submitting this form. If you do not provide us with your Proof of Identity we will be unable to fulfil your request.

Your Identification will be used for the sole purpose of Proof of Identity and retained securely. Once the verification process has been completed your Identification will be securely disposed of within 72 hours.

The protection of your personal data is a priority to Call Assist and for the purpose of data security; we will not start to process your Data Subject Request until we can verify that the request has been made by the individual to whom that personal data relates to.

Any additional information that you wish to provide can be done so voluntarily and is not a requirement in order for your request to be processed.

**To submit your Data Subject Request, please print a blank copy of this form, complete the required details in BLOCK CAPITALS and return to the Call Assist Data Protection Officer at the address shown below:**

Postal Address

Data Protection Officer  
Call Assist  
Axis Court  
North Station Road  
Colchester  
CO11UX

Alternatively, email:

DPO@Call-Assist.co.uk

### **Your right to complain to the Supervisory Authority (ICO)**

If you are concerned about how Call Assist processes your personal data, you have the right to complain to the Information Commissioner's Office (ICO). The ICO anticipates that you will raise your concern with us in the first instance.

For further information please go to [www.ico.org.uk](http://www.ico.org.uk) or call the ICO helpline on 0303 123 1113.

If you have any questions or require further assistance please contact Call Assist Data Protection Officer using methods provided above.

## Request Type

Please specify what kind of request you would like to make by choosing from the options below:

### **Right of Access**

You are entitled to a free copy of the personal data held by Call Assist that relates to you. This is also known as a 'Subject Access Request'. If you would like to make a request for specific data held by Call Assist, please let us know using the Other Information field located at the end of this form.

### **Right to Rectification**

You are entitled to ensure that the personal data held by Call Assist that relates to you is accurate and if required ask for this data to be corrected or removed.

### **Right to Erasure**

You are entitled to request for Call Assist to remove the personal data that we hold in relation to you. Please note, in some circumstances your request may be refused due to legal obligations overriding your request.

### **Right to Restrict Processing**

You are entitled to limit the way Call Assist uses your personal data if you are concerned about the way it is being used.

### **Right to Data Portability**

You have the right to request for Call Assist to provide your personal data in a format that is accessible and machine-readable for the purpose of transferring your data to another organisation.

### **Right to Object**

You have the right to object to Call Assist processing your personal data, such as using your personal data for the purpose of direct marketing.

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

You have the right to object to Call Assist using automated decision making and using your personal data for the purpose of profiling. This is not a common practice used by Call Assist.

### Data Subject Details

In order for us to be able to process your request we need to know a few details about you, the data subject, so that we can ensure that your personal data is not compromised in any way.

Title

Forename

Surname

### Contact Method

In order for us to communicate with you and fulfil your request, we will need to know your preferred method of contact. Please complete the details for at least one of the options below (Email/ Contact Number/ Full Postal Address).

Email

Contact Number

House Name/ No

Street

Town

County

Postcode

### Other Details

For specific data requests in relation to Right of Access, please specify what personal data you would like to be provided with.

Other Information