

# Right to data portability

## What is data portability?

You may ask us to send back to you, or to someone else, the personal data about you that we are storing electronically. This is called exercising the right to data portability.

## What we must do

If you ask us to do this, and the law says that we may, we must send your personal data in a commonly used, machine-readable format, provided this is technically possible.

## Do we have to agree to your request?

We only have to agree to your request for data portability where:

- you consented to us having your personal data or
- we have your personal data because we needed it in order to enter into a contract with you

## What if your request is turned down?

Where the law allows us to restrict your right to data portability, we will tell you and explain why.

## How to make a request

If you wish to exercise your right to data portability, you should contact:

Data Protection Officer

9th Floor  
The Cabot  
25 Cabot Square  
London  
E14 4QZ

[dpo@cma.gov.uk](mailto:dpo@cma.gov.uk)  
020 3738 6000

## **Proof of identity**

Before we can deal with your request for data portability, we may need to ask you for proof of identity. If so, we will ask you for a photocopy of the identity page of a current passport or current photo driving licence and an original, current utility bill (a gas, electricity, water, or telephone bill) or a credit card or bank statement containing your name and address. We will return these to you if you ask us to.

## **Time for response and cost**

We must deal with your request free of charge, without undue delay and certainly within a month of receiving your request.

But if your request is complex, or if you have made several requests, we may extend this time period by a further two months. Where we extend the time period, we must tell you we are going to do this, and why, within one month of receiving your request.

If you make repeated requests, the law allows us to charge you a reasonable fee based on our administrative costs, or to refuse to deal with your requests.

## **Electronic requests**

Where you make your request by email, unless you ask us not to, we will respond in an electronic form.

## **How to complain**

If you are unhappy about how we are handling your request for data portability, you may complain to:

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

[casework@ico.org.uk](mailto:casework@ico.org.uk)  
0303 123 1113