

Your right to ask us to correct your personal data where you believe it is inaccurate or incomplete

Right to rectification

Is your personal data inaccurate?

Where we are collecting, using, storing or disclosing (processing) your personal data and you believe that the personal data we have is inaccurate, you may ask us to correct it. This is called the right to rectification.

Is your personal data incomplete?

You may also ask us to complete any personal data of yours that you believe is incomplete.

What we must do

Where you have made a request, we must correct your personal data without undue delay, unless the law says that we do not have to.

What if we have already shared your personal data?

Where we have already shared your personal data with anyone, we will notify them that you have asked us to correct it, unless notification is impossible or would involve a disproportionate effort by us. We must also tell you, if you ask us to, that we have notified the people that we have shared your personal data with.

Do we always have to agree to your request?

Sometimes the law allows us to restrict your right to rectification. For example, for:

- national security
- defence
- public security
- the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties
- protecting economic or financial interests, monetary, budgetary and taxation matters, public health and social security

- monitoring, inspection or regulatory functions
- protecting you or the rights of others
- the enforcement of civil claims

What happens if your request is turned down?

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

How to make a request for rectification

If you wish to ask us to correct your personal data, you should contact the Data Protection Officer.

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

dpo@cma.gov.uk

020 3738 6000

Proof of identity

Before we can deal with your request, 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 rectification of your personal data, you may complain to:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

casework@ico.org.uk

0303 123 1113

You also have the right to ask a Court to consider whether we have dealt properly with your request.