



Rectification (Article 16) Standard Operating Procedure (SOP)

Introduction

Under the General Data Protection Regulations (GDPR) a data subject is entitled to rectify any inaccurate personal data (Article 16, GDPR). This standard operating procedure provides details about how service users and staff can make requests for the rectification of inaccurate personal data, the steps that are required to be taken to make an application to rectify and the process for amending the inaccurate personal data.

Submitting your request

A data subject does not have to cite the GDPR or the Data Protection Acts when a submission is made seeking rectify to their data. A data subject should inform the Council that the data that is held is inaccurate when making a request to rectify inaccurate data. A data subject can submit a rectification request in the following ways:

1. By e-mail to member of staff or the Data Protection Officer.
2. Orally on the phone or in person to a staff member
3. In writing by letter or post-it. A data subjects name and contact details are required.
4. On social media channels.
5. Through a local councillor/public representative. A consent form must be provided that the local councillor/public representative has been nominated to request personal data on your behalf.

When submitting via the above methods, please ensure that you indicate that you are seeking to rectify inaccurate data.

Valid ID



When submitting a rectification request, you should provide valid identification. An ID should be certified by An Garda Siochana, a doctor, a Commissioner for Oaths. In some applications, a housing ID and PPS number will be sufficient forms of identification.

Evidence of Inaccuracy



A data subject should provide evidence that the data held by GCC is inaccurate. An example of this would be where GCC has recorded the wrong date of birth. A data subject could submit a driving license or birth certificate as proof that the date of birth recorded is inaccurate.

Time limits

There is no time limit for the rectification of inaccurate personal data. Where evidence is provided of inaccurate personal data, GCC must rectify without undue delay. GCC will rectify any proven inaccurate personal data within 3-weeks. A supplemental statement where incomplete data is held on file can be added to a data subject's file.



Confirmation of rectification

After reviewing the data to be rectified or the addition of a supplemental statement to the data subjects file, a letter confirming this will be sent to the data subject outlining that rectification has been completed.



Post release queries



If you are dissatisfied with the outcome of your rectification request, you can contact the Data Protection Officer at dpo@galwaycity.ie. A review will be conducted of your file to determine whether the issue(s) can be resolved.

Complaints to DPC



If you are dissatisfied with the post release queries or the outcome of your rectification request, you have the right to complain to the Data Protection Commission at 21 Fitzwilliam Square South, Dublin 2, D02 RD28, info@dataprotection.ie, www.dataprotection.ie, +353 (0)761 104 800, +353 (0)57 868 4800