

Your Individual Rights

Right of access

We would normally expect to share what we record about you with you whenever we assess your needs or provide you with services.

However, you also have the right to ask for all the information we have and the services you receive from us. When we receive a request from you in writing, we must give you access to everything we have recorded about you.

However, we cannot let you see any parts of your record which contain:

- Confidential information about other people; known as third party information
- Records written by professionals that think will cause serious harm to your or someone else's physical or mental wellbeing; or
- If we think that giving you the information may stop us from preventing or detecting a crime

This applies to personal information that is in both paper and electronic records. If you ask us, we will also let others see your record (except if one of the points above applies).

To help us do this we will ask you to tell us which services are likely to hold your data. You will need to provide proof of your identify. Data will, wherever possible, be sent to you electronically, and there is no charge. However, if you request further copies, we may charge or consider if we can meet the request.

When does this not apply?

There are some circumstances in which we cannot provide your data.

The law permits us to reject a request that is manifestly unfounded or excessive. If we believe this to be the case we will let you know why we think this is the case

If it is necessary to protect the rights and freedoms of others.

If you require access to your information, please contact dpo@gsplusltd.org

Right to rectification

This concerns correcting your personal data that is held. You should let us know if you disagree with something written on your file.

We may not always be able to change or remove that information but we will correct factual inaccuracies and may include your comments in the record to show that you disagree with it.

When does this not apply?

We are obliged to correct incorrect data and incomplete data without undue delay.

However, if we need to make further checks or dispute that the data we hold is incorrect we may restrict access to the data pending a decision.

Rectification can be achieved by adding to the record or creating a supplementary record. Even if we decide that the information is correct, we will place a statement from you on the record with the data you believe to be correct or stating your dispute.

And if we have made the data available online or to others, we will need to correct that data or ask the other party to do so.

Right to be forgotten

This allows you to request that we delete our records or some of our records in so far as they identify you. It does not apply in all circumstances.

In some circumstances you can ask for your personal information to be deleted, for example:

- Where your personal information is no longer needed for the reason why it was collected in the first place
- Where you have removed your consent for us to use your information (where there is no other legal reason for us to use it)
- Where there is no legal reason for the use of your information
- Where deleting the information is a legal requirement
- Where your personal information has been shared with others, we will do what we can to make sure those using your personal information comply with your request for erasure

When does this not apply?

- If we need the information to provide a service we are authorised to provide by law, for a legal obligation or we believe the data to be necessary for a task in the overriding public interest.
- If the data is required for a contract to which you are party
- If records are required to protect public health
- If we require the data to establish, exercise or defend a legal claim
- If records are required for archiving in the public interest or for scientific or historical interest.

Right to restriction

You have the right to ask us to restrict what we use your personal information for where:

- you have identified inaccurate information, and have told us of it
- where we have no legal reason to use that information but you want us to restrict what we use it for rather than erase the information altogether

When information is restricted it cannot be used other than to securely store the data and with your consent to handle legal claims and protect others, or where it is for important public interests of the UK.

Where restriction of use has been granted, we will inform you before we carry on using your personal information.

You have the right to ask us to stop using your personal information for any GS Plus Service. However, if this request is approved this may cause delays or prevent us delivering that service.

Where possible we will seek to comply with your request, but we may need to hold or use information because we are required to by law.

Data portability

You have the right to ask for your personal information to be given back to you or to another service provider of your choice in a commonly used format. This is called data portability.

However this only applies if we are using your personal information with consent (not if we are required to by law) and if decisions were made by a computer and not a human being.

It is likely that data portability will not apply to most of the services you receive from GS Plus Ltd.

You can ask to have any computer made decisions explained to you, and details of how we may have 'risk profiled' you.

You have the right to question decisions made about you by a computer, unless it is required for any contract you have entered into, required by law, or you have consented to it.

You also have the right to object if you are being 'profiled'. Profiling is where decisions are made about you based on certain things in your personal information, e.g. your health conditions.

If and when GS Plus Ltd uses your personal information to profile you, in order to deliver the most appropriate service to you, you will be informed.

If you have concerns regarding automated decision making, or profiling, please contact the Data Protection Officer who will be able to advise you about how we are using your information.

Right to object

You have the right to object to GS Plus processing your data if you dispute the authority to process data.

The GDPR provides a right to object to data processed under 'lawful authority' and 'legitimate interests'. Legitimate interests does not apply to local authorities.

The GDPR provides for a local authority/company to process data to perform a task carried out in the public interests or with lawful authority.

This condition will cover almost all services that GS Plus provides and some services will also be covered by a specific legal obligation to process the data.

When does this not apply?

GS Plus will have to demonstrate overriding grounds to continue processing your data under its lawful authority or a task carried out in the public interest, or to establish exercise or defend a legal claim.

You can also object separately to your data being used for direct marketing and for research. You can also object to your data being processed for research purpose unless GS Plus has public interest justification for this.

When conducting research we will in most instances anonymise the data so your personal data cannot be identified. Or there may be projects where we combine data and then remove any personal identifiers. This way the outcomes are not linked to any individuals.