

The Data Subject Rights

	Data Subject Rights	What does it mean?	How do we deal with these rights?
1	The right to be informed	When an organisation wants to collect personal data, it must provide the data subject (the individual that the data relates to) with a notice that explains in clear and simple terms things like: <ul style="list-style-type: none"> • why their data is being collected; • the lawful grounds for processing their data; • how their data will be secured; and • who their data will be shared with (if anyone) 	We provide our customers with this information via our Privacy Policy.
2	The right of access	Under the GDPR, an individual has the right to access the personal data that is held about them. At O2, this is the right that our customers most frequently exercise.	If customers want to see the personal data that we hold about them, our customers need to submit a Subject Access Request (also referred to as a SAR).
3	The right to rectification	Data subjects can request that any incorrect personal data held about them is corrected and any incomplete personal data held about them is completed.	Requests should be referred to our Data Rights Team
4	The right to erasure	Data subjects have the right to have their data erased. This is sometimes referred to as the right to be forgotten. Note – the right to be forgotten isn't an absolute right, given that even if a customer submits a right to be forgotten request, we will still need to hold onto some of their details in order to be able to deliver our services to them.	Requests should be referred to our Data Rights Team
5	The right to restrict processing	In certain situations, data subjects have the right to request the restricted processing of their data. If our customers exercise this right, we can store and process data that we need in order to deliver the services the customer has signed up for, but we cannot use their data for wider purposes.	Requests should be referred to our Data Rights Team
6	The right to data portability	Data subjects have the right to obtain and re-use their personal data.	We enable customers to do this by, for example, downloading a copy of their information contained in My O2 in CSV format.
7	The right to object	Data subjects have the right to object to their data being processed in certain situations, for example for direct marketing.	Customers can exercise the right to object by speaking to our Data Rights Team.
8	Rights in relation to automatic decision making and profiling	Data subjects have the right to challenge decisions and/or ask for human involvement where decision making, and profiling happens automatically.	Requests should be referred to our Data Rights Team