

## 15. How Merton CIL will make sure you get your rights?

Main points:

You can contact us about any of your rights and we will do everything that the GDPR says we have to do to help you.



You can ask to see the personal information we have about you by contacting us by phone or by writing to us.

If you talk to us on the phone, we will need to make sure that we are talking to the right person and not someone pretending to be you.



This might mean we cannot give it to you straight away when you call.

We will give you the information as soon as possible.



We will try not to take longer than 28 days to give you what you have asked for.

But we are allowed to take up to 3 months if it is something difficult or if someone asks for lots of different bits of information. If we need more time, we will let you know and tell you why.



If we do not do something which you have a right to ask us to do, we will contact you within 28 days and tell you:

- the reasons why we are not doing it.



- about your right to complain to the Information Commissioner's Office or another organisation that can help.



- about your right to go court to get it sorted out.



