

Your rights in Data Protection Law

You have various rights in respect of the personal information we hold about you – these are set out in more detail below. If you wish to exercise any of these rights or make a complaint, you can do so by contacting our Data Protection Lead, by telephone on 01908 604191, or by e-mail at data-protection@spinal.co.uk. You can also make a complaint to the data protection regulation authority, the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

- Access to your personal information: You have the right to request access to a copy of the personal information that we hold about you, along with information about the personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please contact us with your access request, we will ask you for proof of your identity.
- Right to object: You can object to our using your personal information, or you can change the way that we communicate with you. Please contact us as noted above, providing details of your objection, or the change that you would like to make.
- Consent: If you have given us your consent to use personal information, you can withdraw your consent at any time.
- Correction: You can ask us to correct, change or complete any inaccurate or incomplete personal information held about you.
- Erasure: You can ask us to delete your personal information where it is no longer necessary for us to use it, if you have withdrawn consent, or where we have no lawful basis for keeping it.
- Portability: You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- Restriction: You can ask us to restrict the personal information we use about you.
- No automated-decision making: Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. SIA doesn't use any automated decision-making systems.

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