How can you verify a request to correct personal data without requesting unnecessary documents?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o. · Privatni iznajmljivač · Platformski rad preko vlastitog obrta

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Applicability: When personal data covered by the GDPR is processed.

Article 16 of the GDPR governs the right to rectification of inaccurate data. Request additional information to verify identity under Article 12(6) if you have a justified doubt about the identity.

When this is applied

Depending on the risk, confirm the request via the channel the user is already using and record the change in the relevant systems. Distinguish between updating the user profile and the rules for an accounting document.

What to do in practice

Select the verification appropriate to the type of request, the identity and the possible consequences.

A business example

The customer sends an address correction from their registered user account. The online store updates its address book and separately checks whether the change applies to the invoice already issued.

Specific next steps

1. Select the verification appropriate to the type of request, the identity and the possible consequences.

Limits of application

When personal data covered by the GDPR is processed.

Sources

EUR-Lex · General Data Protection Regulation (EU) 2016/679

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/gdpr-ispravak-adrese-kupca