From when do I start counting the deadline when a customer requests access to their data?

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.

Under Article 12 of the GDPR, information on the actions taken is provided without undue delay and, as a rule, within one month of receiving the request. The conditions and notice for extension are laid down in the same article.

When this is applied

Record the actual date of receipt, the person responsible, the systems to be reviewed and the deadline. If identity verification is required, consider the relevant conditions instead of an automatic delay.

What to do in practice

Add a rule to forward requests to the responsible person and to confirm receipt.

A business example

The request has been received at the support address already used by the company. The date of receipt is immediately recorded and the people responsible for processing are added to the subject line.

Specific next steps

1. Add a rule to forward requests to the responsible person and to confirm receipt.

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-rok-uvid-zahtjev-kupca