

Data Access Request Procedure

Introduction

Convert Insights needs to collect and use personal data (as defined below) about its staff, customers and other individuals who come in contact with Convert Insights. The purposes of processing personal data are described in the [Privacy Policy](#). Such processing of personal data must meet the requirements of the General Data Protection Regulation (GDPR). Data Protection is the safeguarding of the privacy rights of individuals in relation to the processing of personal data. The GDPR confer rights on individuals as well as responsibilities on those persons processing personal data.

Purpose

The purpose of this procedure is to ensure that Convert Insights complies with the access request provisions of the General Data Protection Regulation and to enable individuals to submit data access requests where required.

Procedure for making a data access request

Make an access request

If you wish to make a data access request, it must be in writing. There is no requirement to refer to the GDPR, but it will assist Convert Insights if you do so. Please complete and sign the application form and email it to Convert Insights Data Protection Officer/EU Representative. Your email should read something like: "Dear ... I wish to make an access request under section xx of the GDPR for a copy of any information you keep about me, on computer or in manual form in relation to.....". To help us to respond to your request, please be as specific as possible about the information you wish to access. Please include any additional details that would help

to locate your information. If you wish a third party to submit a data access request on your behalf, you must provide written authorisation to allow Convert Insights to disclose your personal data to that third party.

Fees

No application fee is required to process your data access request.

Identification

In order to ensure that personal data is not disclosed to the wrong person, you may be required to provide proof of identity before any personal data is released to you. Acceptable forms of identification include: copy of passport or driving licence; ID card; copy of bank statement; copy of utility bill.

Submit the request

All requests for access to personal data held by Convert Insights should be sent to: support@convert.com.

Review and Approval

This procedure has been approved by the CEO. Any additions or amendments to this or related procedures will be submitted to the CEO for approval. The procedure will be reviewed annually by the Data Protection Officer in light of any legislative or other relevant developments who will consult as necessary before submitting any amendments for approval.