

## Fact sheet 2:

# Treatment of a right of access

On the basis of the [right of access](#), a customer, an employee or any data subject may send you a request to disclose all or part of the data you hold about them (Art. 15 GDPR).

The concepts surrounding the [reply to a request for a right of access](#):

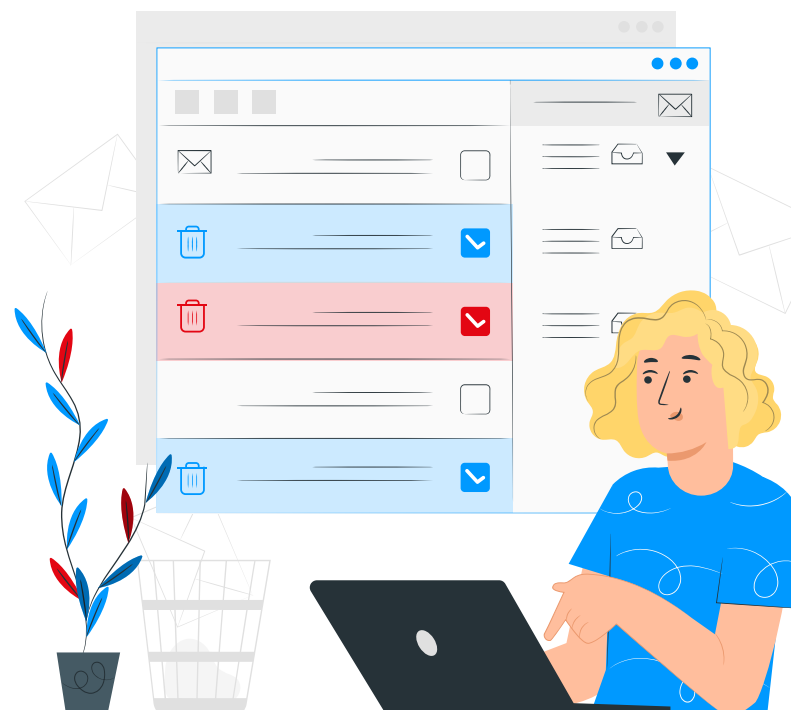
- **Formal compliance:** If the right of access is exercised in electronic form, the information shall be provided electronically where possible, unless the person has requested otherwise.
- **Elements of information** must be concise, transparent, understandable and easily accessible, in clear and simple terms.
- The reply must be provided **as soon as possible** and at the latest **within one month of receipt of the request**.
- **No payment may be required** to provide the information requested, unless the requests are manifestly unfounded or excessive, in particular because of their repetitive nature.
- You may request additional information necessary to obtain confirmation of the identity of the applicant, if you have **reasonable doubts** as to his or her identity.

## Example of a right of access request letter

On the next page

## Examples of right of access:

- You buy a product on the Internet and want to know what information has been kept by the e-commerce.
- Your car is scratched during your absence while you were parked in a CCTV car park and you would like to check the images of your car's location.
- You want to know what information a social network has about you.
- You want to know what personal data your supermarket has about you.



[Your name and address]

[Name and address of the  
organization you are contacting]

[Place and date]

Dear Madam or Sir,

In accordance with Article 13 of the Act of 1 August 2018 on the protection of individuals with regard to the processing of personal data in criminal and national security matters, please confirm whether you are processing personal data concerning me (by automated means or in structured manual files).

In case you are, I am hereby requesting a copy, in clear and simple language, of all this data and all the information referred to in letters (a)-(g) of said Article 13.

Best regards

[Name and signature]