

DATA CORRECTION SERVICE

USER GUIDE FOR CITIZENS

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1. DATA CORRECTION

If, when accessing the **'Your data'** service available on the National Registry (ANPR) Portal in the Services for the Citizen area, you find an error in your personal data or a discrepancy with the data in your documents (e.g. in the address of residence field there is 'VIA FRETALLI D'ITALIA' instead of 'VIA FRATELLI D'ITALIA'), you can use the **'Data Correction'** request service to report the discrepancy to the municipality of residence without going to the municipal offices.

YOU MAY ONLY REQUEST THE CORRECTION OF YOUR PERSONAL DATA AND NOT THOSE OF THE OTHER MEMBERS OF YOUR FAMILY.

With regard to the household, you can only ask to correct or supplement an entry in the address of residence or the family kinship of the household.

The steps required for a Data correction request are as follows:

1. Enter a Data Correction request;
2. Report the data to be corrected, inserting what you consider to be correct (based on the documents in your possession);
3. Attach any documents (the maximum size of documents to be attached is 1 MB and the types of documents that can be attached are: images and/or pdf);
4. Check the data entered in the 'Summary' section;
5. Please check that you have entered the correct email address in the 'Your contacts' section in order to be notified of the status of your request, or add it if it is not there.
6. Send the Data Correction request from the 'Summary' section.

You can access the Data Correction service by either selecting the 'Request for data correction' link available in the 'Your data' area.

You can also access the Data Correction service by selecting the menu item Services and then 'Data Correction'.

1.1 NEW REQUEST

Selecting the 'Data Correction' service, a presentation page of the service is proposed, explaining the purpose of the service, which is exclusively to request the correction of 'clerical errors' or 'incorrect transcriptions' of data.

Below is the presentation page of the 'Data Correction' service.

By clicking on the 'Data Correction' button, you can request the correction of one or more details in your personal data file.

A message stating the terms and conditions of the service is displayed.

You must select the 'Confirm' button to acknowledge and to confirm you accept responsibility; without confirmation you will not be allowed to continue with the request for correction.

A page containing your personal data is proposed.

By navigating through the different sections on the left-hand side of the page, you can identify the incorrect data and request their correction.

PLEASE NOTE, with this service, if you find an error in the data in your personal data sheet or a discrepancy with the data in the documents in your possession, you can only request correction of the data where you find the 'Edit' pencil.

Specific ALERTs have been set up in the different sections where it is possible to request corrections to data, and in particular, in the sections: general details / marital status / residence, where examples are given to help understand which corrections can be requested. Some examples are given below:

- general details section - you may request correction of the name if 'CECILLIA' is present in the National Registry (ANPR) and the correct entry is 'CECILIA' (as present in documents: identity card, passport, etc.);
- residence section - you may request a change of place name if 'FRETALLI D'ITALIA' is present in the National Registry (ANPR) instead of the correct 'FRATELLI D'ITALIA';
- the normalisation of addresses (already underway in several municipalities) should not be the subject of a data correction request, so if 'VIA G. GARIBALDI' is present on the National Registry (ANPR) instead of 'VIA GIUSEPPE GARIBALDI' no correction should be requested;
- it is not possible to use the service to request a Change of residence or to update an address;
- Civil Status Section - PLEASE NOTE it is not possible to use this section to modify civil status if the request is not supported by appropriate documentation issued by the civil status office, and it is not possible to request corrections on civil status data where deeds not registered in Italy; please note that if a person has not yet obtained a divorce ruling and the information 'married' is present on the National Registry (ANPR), for example, you cannot request a correction.

By selecting the pencil, you have access to a field where you can enter the correct data.

Select the 'Save' button to save the data entered.

Accidentally selecting the pencil for a correct field does not result in any update, just leave the field blank.

Some sections, such as, for example, Marital Status, contain drop-downs to facilitate choosing the correct marital status.

As in the Family/Cohabitation section, the help drop-down menu allows you to correctly select the relationships in your family.

In addition, you can request that the address be corrected if you think there may have been a clerical error by the registry office.

ATTENTION: this type of correction cannot be considered a request for a change of residence.

In all sections, always remember to select the 'Save' button to save the data you have entered or selected.

1.2 ATTACHMENTS

Some correction requests require additional documentation, which you can send by selecting the 'Next' button in the bottom right of the 'Edit data' page:

Select the 'Add document' button to search for the file to be attached:

Indicate the name of the file in the 'Document Description' field and select the file from your PC with the 'Select File' button:

The maximum size of documents to be attached is 1 MB and the type of documents that can be attached are: images and/or pdf.

Selecting the 'Attach' button will upload the document related to the data correction request; but if you made a mistake while performing the procedure, you can repeat the operation with the 'Cancel' button.

Please remember to enclose only and solely documents relevant to the request in line with what you have declared on the service presentation page.

The system verifies the file you have attached:

At the end of the check, the attached file passes to the status 'Inserted':

Once the document is attached, you can download it or delete it; you can also add other attachments using the procedure described above.

Select the 'Next' button to proceed to the Summary.

1.3 SUMMARY

The 'Summary' section contains the request number, your general data, the list of data you have requested to be corrected and the attachments if any.

After selecting the 'Send Correction Request' button, you will be informed that once you have sent the data correction request, it will no longer be possible to delete it, and you must therefore confirm sending it in order to proceed.

The sent request message concluding the Data Correction request procedure appears; you can download a copy of the sent request by selecting the 'Download a copy of the request' button.

You will now have to wait for the municipality to process your request and you can monitor the processing status by selecting 'Your requests'.

1.4 REQUESTS ENTERED

You will be able to monitor the processing progress of your Data Correction request sent to the municipality, through the 'Your requests' menu item.

A search criteria filter is provided to speed up the search for your Data Correction requests. If you do not apply this search filter, the service will show all your requests, each with its own processing status.

The 'Draft' status refers to a request that still has to be completed and has not yet been sent to the Municipality of residence; in this case, simply select the 'Edit' button to complete the request or the 'Delete' button to delete it:

For all other processing statuses, you will receive an email notifying you of the change in the 'processing status' of your request and in particular:

- 'Open': the data correction request was correctly sent to the municipality but has not yet been taken on by the office;
- 'Being verified': the request is submitted to formal checks before being sent to the municipality;
- 'Being processed': the municipality has taken on the request;
- 'Suspended': requests for which the municipality has requested specific additional documentation needed to process the request;
- 'Integrated': requests for which you have submitted additional documentation and the municipality has taken on the request;
- 'Accepted': the data correction request was accepted;
- 'Not admissible', the correction request is not admissible pursuant to Article 2(1) of Law 241/1990, as it does not relate to the personal data rectification; in this case, you are advised to contact your municipality of residence.
- 'Rejected': the data correction request was rejected by the municipality; in this case you are advised to contact your municipality of residence.