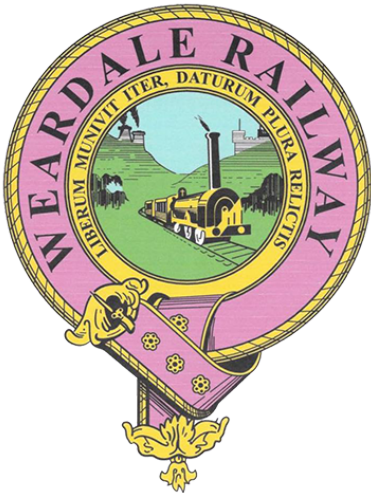


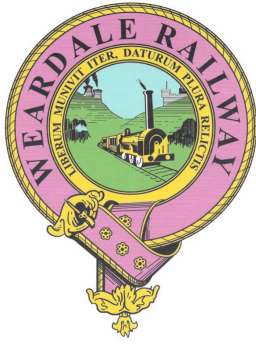
2024



Data Request Policy

WRT 06/24

WEARDALE RAILWAY TRUST



Weardale Railway Trust Data Request Policy

Right of Access

Your Rights of Access to Data

Under data protection legislation, you have the right to find out if we are using or storing your personal data. This is called the 'right of access'. You exercise this right by asking for a copy of the data, which is commonly known as making a 'subject access request'. This right only applies where you would like access to your own personal data, or where you have permission or legal authority to access someone else's information on their behalf. It does not apply where you do not have permission or legal authority, or where the subject of the information is deceased.

How to Access your Data

You can make a subject access request to us verbally or in writing. If you make your request verbally, you may wish to follow it up in writing (or we may write to you to confirm it) so that there is a clear trail of correspondence. See the address below.

What you can Expect from Us

When we first receive your request, we will send you an acknowledgement and let you know if we need anything further from you in order to deal with your request. We will then consider your request and contact you within one month to let you know whether we hold the information and, if so:

Provide a copy of it;

Refuse the request (if an exemption applies); or

Extend the timescale (if the request is complex or you have made more than one request we may extend the timescale by up to a further two calendar months).

Circumstances in which we might Refuse your Request

We may refuse a request if:

It is manifestly unfounded, excessive or repetitive;

The information that you request contains information about another person and you do not have permission or legal authority to access it; or

an exemption in data protection law applies (e.g. if disclosing the information to you would prejudice a police investigation).

If we refuse your request we will let you know why.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

You can also seek to enforce your rights through the courts. If you decide to do this, we strongly advise you to seek independent legal advice first.

You can contact us at:

Weardale Railway Trust
Stanhope Station
Station Road
Stanhope
Bishop Auckland
Co. Durham
DL13 2YS

Telephone: 07719 757755
E-mail: info@weardale-railway.org.uk
Website: www.weardale-railway.org.uk

Right to Restriction

Your Right to Limit Use of your Personal Data

Under data protection legislation, you can ask us to limit the way we use your personal data if you are concerned about the accuracy of your data or how it is being used. You can also ask us not to delete your data. Together, these rights are known as the 'right to restriction'. This right is closely linked to other data protection rights, such as the right to rectification and the right to object.

When you can Ask us to Restrict the Use of your Data

You can ask us to temporarily limit the use of your data when we are considering:

A challenge you have made to the accuracy of your data; or

An objection you have made to our use of your data.

You can also request that we limit the use of your data, rather than delete it, if:

You believe we have processed your data unlawfully but you do not want it deleted; or

We no longer need your data but you want us to keep it in order to create, exercise or defend legal claims.

How to Limit the Use of your Data

All you need to do is contact us using the details below and tell us:

What data you want restricted; and

Why you want us to restrict it.

If you want to, you can make a request for restriction at the same time that you raise another objection. You can make your request verbally or in writing. Where possible, we recommend that you send your request in writing so that you have evidence of what you have asked us to do.

What you can Expect from Us

When we first receive your request, we will send you an acknowledgement and let you know if we need anything from in order to deal with your request. We will then take steps to restrict the use of your data. We will contact you to either:

Confirm what measure we have taken to restrict the use of your data; or

Inform you that we will not restrict the data and explain why.

If we have shared the data with other organisations then we will contact them and inform them of the restriction unless this would be too difficult.

Circumstances in which we may Use Restricted Data

We will store restricted data securely and not use it unless:

You give us your consent to use it;

Your data is needed for legal claims;

Your data is needed to protect another person's rights; or

The data is needed for reasons of important public interest.

We may refuse your request entirely if we think it is manifestly unfounded, excessive or repetitive. In such circumstances, we will contact you to let you know and to give you our reasons.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

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Right to Rectification

Your Right to get your Data Corrected

Under data protection legislation, you can challenge the accuracy of the data we hold about you and ask us to correct, delete or complete it if it is inaccurate or incomplete. This is known as the 'right to rectification'.

How to have your Data Corrected

All you need to do is contact us using the details below and tell us:

What you think is inaccurate or incomplete;

What you would like us to do to put things right; and

Where possible, provide us with evidence of the inaccuracies.

You can make your request verbally or in writing. Where possible, we recommend that you send your request in writing so that you have evidence of what you have asked us to do.

What you can Expect from Us

When we first receive your request, we will send you an acknowledgement and let you know if we need anything further from you in order to deal with your request. We will then take steps to find out whether the data is inaccurate and contact you within one month to either:

Confirm that we have corrected, deleted or added to the data; or

Inform you that we will not correct the data and explain why.

If we have previously given the data to other organisations and we correct, delete or add to it, we will tell you. We will also contact those organisations to let them know about the changes unless it would be too difficult.

Circumstances in which we might Refuse your Request

We may refuse a request to have data corrected in the following circumstances:

The data concerns a mistake that we have already put right and we need to keep a record of the mistake;

The data concerns someone's professional opinion that you disagree with but there are no factual inaccuracies; or

Your request is manifestly unfounded, excessive or repetitive.

If we refuse your request we will let you know why.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

You can also seek to enforce your rights through the courts. If you decide to do this, we strongly advise you to seek independent legal advice first.

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Right to Object

Your Right to Object to the Use of your Data

Under data protection legislation, you can ask us to stop using your personal data. If we agree to your objection, we will stop using your data for that purpose unless there is a strong reason for continuing to use it. This is known as the 'right to object'. The right to object only applies if we are using your data for:

- A task carried out in the public interest,
- Our legitimate interests;
- Scientific or historical research or statistical purposes; or
- Direct marketing.

How to Stop Processing of your Data

You will need to contact us and tell us:

- What data you object to us processing; and
- Why you want us to stop using your data.

You can make your request verbally or in writing. Where possible, we recommend that you send your request in writing so that you have evidence of what you have asked us to do.

What you can Expect from Us

When we first receive your request. We will send you an acknowledgement and let you know if we need anything further from you in order to deal with your request. We will then consider whether we should stop processing your data and contact you within one month to either:

- Confirm that we will stop processing part, or all, of the data; or
- Inform you that we will not stop processing your data and explain why.

If you decide that you have valid reasons for requesting that your personal data is no longer processed, we will stop using it for the reasons you have requested. We may still continue to use your data for other purposes and to which you have not objected.

Circumstances in which we might Refuse your Request

We may refuse a request to stop using your personal data in the following circumstances:

We are using your data for a purpose other than those listed above;

We have a strong reason for continuing to use the data that overrides your objection;

Your data is used for a legal claim; or

Your request is manifestly unfounded, excessive or repetitive.

If we refuse your request we will let you know why.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

You can also seek to enforce your rights through the courts. If you decide to do this, we strongly advise you to seek independent legal advice first.

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Right to Erasure

Your Right to have your Data Deleted

Under data protection legislation, you can ask us to delete personal data that we hold about you. This is known as the 'right to erasure' or the 'right to be forgotten'.

Circumstances in which Data will be Deleted

The right to have data deleted only applies in the following circumstances:

We no longer need your data;

You initially gave us consent to use your data but you have now withdrawn that consent;

You have objected to use of your data and your interests outweigh our interests;

We have collected or used your data unlawfully;

We have a legal obligation to delete your data;

You are a child and we have collected your data as part of an on-line service.

How to have your Data Deleted

All you need to do is contact us using the details below and tell us:

What you want us to delete; and

Why you want us to delete it.

You can make your request verbally or in writing. Where possible, we recommend that you send your request in writing so that you have evidence of what you have asked us to do.

What you can Expect from Us

When we first receive your request, we will send you an acknowledgement and let you know if we need anything further from you in order to deal with your request. We will then take steps to find out whether the data can be deleted and contact you within one month to either:

Confirm we have deleted the data;

Inform you that we will not delete the data and explain why.

If we have previously given the data to other organisations and we delete it, we will tell you. We will also contact those organisations to let them know about the deletion unless it would be too difficult to do so.

Circumstances in which we might Refuse your Request

We may refuse a request to have data deleted in the following circumstances:

Keeping your data is necessary for reasons of freedom of expression and information;

We are legally obliged to keep hold of your data;

Keeping hold of your data is necessary for reasons of public health;

Keeping hold of your data is necessary for establishing, exercising or defending legal claims;

Deleting your data would prejudice scientific or historical research, or archiving that is in the public interest; or

Your request is manifestly unfounded, excessive or repetitive.

If we refuse your request we will let you know why.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

You can also seek to enforce your rights through the courts. If you decide to do this, we strongly advise you to seek independent legal advice first.

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Right of Data Portability

Your Right to Data Portability

Under data protection legislation, you have the right to have your personal data given to you in an accessible and machine-readable format. You can also ask us to transfer your data to another organisation if it is technically possible to do so. This is known as the 'right to data portability'.

This right only applies to data that:

Is held electronically;

You have provided directly to us; and

That we have your consent to process or that we use to fulfil a contract with you.

How to ask for Data or Request that it is Transferred

All you need to do is contact us using the details below and tell us what you want us to do. You can make your request verbally or in writing. Where possible, we recommend that you send your request in writing so that you have evidence of what you have asked us to do.

What you can Expect from Us

When we first receive your request, we will send you an acknowledgement and let you know if we need anything further from you in order to deal with your request. We will then consider your request and contact you within one month to either:

Provide the data; or

Confirm that we have transferred it; or

Tell you why we are unable to meet your request.

If we provide you with the data or transfer it to another organisation, it does not mean that we will automatically delete it. If you want us to delete your data, you will need to make a specific request for us to do so (See 'Right of Erasure').

Circumstances in which we might Refuse your Request

This right only applies in limited circumstances as explained above so we may refuse your request if the personal data we hold about you does not meet these requirements. We may also refuse a request if it is manifestly unfounded, excessive or repetitive. If we refuse your request we will let you know why.

What to do if you are Unhappy

If you disagree with our response or are unhappy with the way we handle your request, you can make a complaint by writing to us using the contact details below. We will then ask someone who has not previously been involved in your request to look into the issues you raise and respond to you in writing.

If you remain unhappy after you have received this response, you can make a complaint to the Information Commissioner's Office using their online form available at www.ico.org.uk/make-a-complaint or by calling 0303 123 1113.

You can also seek to enforce your rights through the courts. If you decide to do this, we strongly advise you to seek independent legal advice first.

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