



# General Data Protection Regulation: Subject Rights Requests FAQs

## General Data Protection Regulation

The EU General Data Protection Regulation (GDPR) comes into effect on 25th May 2018 and replaces the EU Data Protection Directive (95/46/EC). The aim of the GDPR is to harmonise, strengthen, and modernise the current data protection laws in place across the EU member states.

LexisNexis® designs its services to meet customer needs while upholding security and data privacy. We see the GDPR as a continuation of our current commitment to the Data Protection Directive. As such, we see it as a best practice to balance the needs of our customers with the needs of the individual in managing their privacy in a digital world.

## LexisNexis® Data Protection Officer

### Who is the Data Protection Officer for LexisNexis® Legal and Professional?

Our Data Protection Officer is Merilyne Knox.

Our Global Data Protection Manager is Robert Smith.

Both can be contacted via our privacy centre.

## Rights Under the GDPR and Submitting a Request

### What rights do I have under the GDPR?

You have specific rights under the GDPR to:

- Understand and request a copy of information we hold about you;
- Ask us to rectify or erase information we hold about you;
- Ask us to restrict our processing of your personal information, or object to our processing;
- Ask to receive your personal information in a usable electronic format and transmit it to a third party (right to data portability);
- Lodge a complaint with your local data protection authority.

### How long will it take for LexisNexis® to respond to my request?

LexisNexis® has one month (or 30 calendar days) of receipt of the request to respond. That period may be extended by two further months (or 60 calendar days) where necessary, taking into account the complexity and number of the requests. Where an extension is necessary, LexisNexis® will notify you within in one month of receipt of the request, together with the reasons for the delay.

### **Do I need to provide any form of identification?**

As we take the security of your data very seriously, we may require a proof of identification (clear, colour photocopies of national identification card, and, a utility bill dated within the last 3 months). This information will only be handled by the request handling team and DPO for identification verification purposes only. Once your identify is verified, we will securely destroy all copies once the request is completed.

### **How can I help LexisNexis® to locate the requested information?**

To assist us in locating the requested information, we will require sufficient information about your interaction with us so that we can locate any relevant data. This could be in the form of user identification names / numbers, or, articles to which you may appear.

### **Can my legal advisor / relative / friend submit a request on my behalf?**

Yes, however we will require a signed letter of authority from you to do so in order that we can be sure of the legitimacy of the request.

### **Is there a fee?**

No, submitting a request is free of charge. However, for access requests we may charge you a fee for providing you with multiple copies of your data to cover administration costs.

### **What format will the information be provided to me?**

If you make your request by electronic means, the information shall be provided by electronic means where possible, unless otherwise requested.

For those who wish to submit a 'Portability request', please stipulate the format to which the information is to be received.

### **How do I submit a request to the Data Protection Officer?**

You can submit your request either by completing the online form via our privacy centre, or alternatively, you can submit your request in writing.