

## The Right to be Forgotten

Whilst our standard procedures already remove data that is no longer necessary, we still follow a dedicated process for erasure requests to ensure that all rights are complied with and that no data has been retained for longer than is needed.

Where we receive a request to erase and/or remove personal information from a data subject The Data Protection Officer locates all personal information relating to the data subject and reviews it to see if it is still being processed and is still necessary for the legal basis and purpose it was originally intended.

The request is reviewed to ensure it complies with one or more of the grounds for erasure: -

- a. the personal data is no longer necessary in relation to the purposes for which it was collected or otherwise processed
- b. the data subject has withdrawn consent where there is no other legal ground for the processing
- c. the data subject objects to the processing and there are no overriding legitimate grounds for the processing
- d. the personal data has been unlawfully processed
- e. the personal data must be erased for compliance with a legal obligation

If the erasure request complies with one of the above grounds, it is erased within 30 days of the request being received

The Data Protection Officer writes to the data subject and notifies them in writing that the right to erasure has been granted and provides details of the information erased and the date of erasure

### Information required and procedure for responding to a request for erasure

Individuals wishing to have personal data erased by Lamberts (Norwich) Ltd under the Data Protection Act can send a request to:

Data Protection Officer  
Lamberts (Norwich) Ltd  
Whiffler Road  
Norwich  
Norfolk.  
NR3 2AY

Or by email to: [DataProtection@Lamberts.co.uk](mailto:DataProtection@Lamberts.co.uk)

The personal data to be erased should be clearly identified. Lamberts (Norwich) Ltd may require confirmation of the identity of the data subject and / or the person making the request. Lamberts (Norwich) Ltd will respond to requests within one month of receipt of the submitted request (provided sufficient information has been given to Lamberts (Norwich) Ltd to enable Lamberts (Norwich) Ltd to process the request). If your request is complex Lamberts (Norwich) Ltd may require up to an additional two months to complete the request. If this is the case Lamberts (Norwich) Ltd will inform you how much additional time is needed and the reasons why within the first month.

### Right of Appeal

If you are dissatisfied with the outcome of the request, you have a right of appeal to the Information Commissioner's Office:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

By Telephone: 01625 545 700

Or via the Website: [www.ico.org.uk](http://www.ico.org.uk)