



HOW TO RECOGNISE THAT YOUR DATA PROTECTION RIGHTS MAY HAVE BEEN VIOLATED

1

YOU DO NOT RECEIVE A RESPONSE TO YOUR REQUEST ON TIME



▼ Situation:

You asked an organisation to provide access to your personal data or to erase it.

▼ Why this may be a problem:

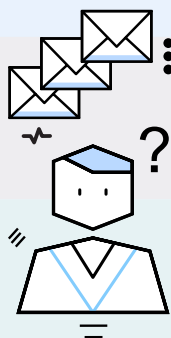
Organisations must usually respond within one month. If they do not, your rights under data protection law may have been violated.

▶ What can you do?

- ✓ Contact the organisation again.
- ✓ If you still receive no response, contact the data protection authority.

2

YOU RECEIVE UNWANTED MARKETING CALLS OR EMAILS



▼ Situation:

You keep receiving marketing messages by phone or email even though you never gave your consent.

▼ Why this may be a problem:

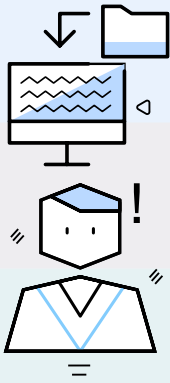
In many cases, organisations can send direct marketing communications only with your consent.

▶ What can you do?

- ✓ Use the unsubscribe option, if available.
- ✓ Ask the organisation to stop sending marketing messages.
- ✓ If the messages continue, submit a complaint to the data protection authority.

3

YOU ARE INFORMED ABOUT A PERSONAL DATA BREACH



▼ Situation:

An organisation informs you that your personal data, such as your email address, phone number or password, has been exposed.

▼ Why this is important:

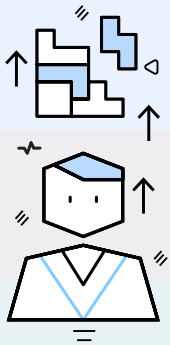
Organisations must protect personal data and take action when a data breach occurs.

▶ What can you do?

- ✓ Change your passwords.
- ✓ Stay alert for possible fraud or phishing attempts.
- ✓ Contact the relevant authority if necessary.

4

YOU ARE ASKED FOR MORE INFORMATION THAN NECESSARY



▼ Situation:

A company asks you to provide personal information that does not seem necessary for the service you want to receive.

▼ Why this may be a problem:

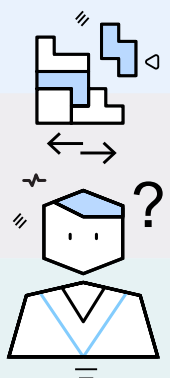
Organisations should collect only the personal data they actually need.

▶ What can you do?

- ✓ Ask why the information is needed and on what legal basis it is collected.
- ✓ Refuse to provide unnecessary information.

5

IT IS UNCLEAR HOW YOUR PERSONAL DATA IS USED



▼ Situation:

You cannot find information about how an organisation collects, uses or stores your personal data.

▼ Why this is important:

Organisations must clearly explain how they process personal data.

▶ What can you do?

- ✓ Ask the organisation for information about its data processing practices.
- ✓ Exercise your right of access to your personal data.