

## Right to Portability

WEBSITE Wording



The right to data portability enables individuals to take advantage of applications and services that can use this data to find them a better deal or help them understand their spending habits.

It gives you the right to request that an organisation transmits data directly to another organisation.

### When does this right apply?

The right to Portability applies to processing under the General Data Protection Regulation.

For the right to apply, you must have provided **consent** for Cheshire Fire and Rescue Service to process your personal data or signed up to a **contract**.

The information is only within scope of the right to portability where you have provided personal data to the company – and this is where it is different to the ‘right of access’.

Examples of where the right to portability can be used is when you are changing energy supplier or bank accounts.

### Timescales & fees



An individual can request data portability **free of charge**. However, there may be circumstances where an organisation can charge a fee for manifestly unfounded or excessive requests.



There is a legal requirement to comply a request without undue delay and in any event, **within one month**.

### Making a Request for Portability

We need to be satisfied that you are who you say you are. You must include **identification** which shows your **name**, **address** and **date of birth** (e.g. Driving Licence, Passport, Medical Card, Birth/Adoption Certificate, Bank Statement or Utility Bill).

**Right to Portability**

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It is advised that you send photocopies of original documents – the Service cannot be held accountable for original documents lost in the post.

Requests should be sent to the Fire Leadership Team:

[Freedom-of-Information@cheshirefire.gov.uk](mailto:Freedom-of-Information@cheshirefire.gov.uk)

If you require any assistance, please do not hesitate to contact us via the email above or telephone: 01606 86 8810.