

Procedure for processing requests

In order to process motions, complaints, objections and requests (hereinafter referred to as a “request”) in a proper and timely manner, there is a central point at the University of South Bohemia in České Budějovice (USB) for processing requests concerning the exercise of rights of data subjects. This central point is the Data Protection Officer (hereinafter the “DPO”)

A request may be lodged by:

- a. a Data Subject,
- b. a legal representative or guardian of a Data Subject,
- c. a person empowered by a Data Subject.

The following may be requested:

- a. access to their personal data,
- b. the correction of inaccurate or incomplete personal data,
- c. the erasure of personal data (“the right to be forgotten”),
- d. a restriction of personal data processing,
- e. data portability.

A request may also refer to an objection to the unauthorised processing of personal data or an objection to automated decision-making or profiling.

A request may be lodged as follows:

- a. electronically by an e-mail sent to poverenec@jcu.cz
- b. to the USB’s data box: **vu8j9dv**
- c. in written form to the following address: Jihočeská univerzita v Českých Budějovicích, Pověřenec pro ochranu osobních údajů (Data Protection Officer), Branišovská 1645/31a, 370 05 České Budějovice, the Czech Republic

The following must be clear from the request:

- a. identification of the applicant to whose personal data the request relates to (in case the request concerns the personal data of a specific person), or the identification of the applicant and the person who is authorised to represent the applicant (in case the request concerns the personal data of a specific person);
- b. contact details of the applicant,
- c. the subject of the request (a description of the subject matter of the request, what the applicant requests, which of their rights is being exercised/what the applicant is seeking),
- d. the signature of the applicant (in case of a written request).

Where there is doubt as to the identity of the applicant or in case of processing a request concerning a special category of personal data, additional verification of the identity of the applicant may be required, depending on its nature and form (by an assigned identifier, a password, personal identification card, etc.) In case the request is anonymous, or if the applicant does not provide credible proof of their identity, the request will not be processed. Furthermore, the applicant may also be asked to supplement their request, for example, by clarifying which relationship between the data subject and the controller the request refers to.

Deadline for handling the request

The request shall be processed without undue delay, but no later than within thirty (30) days of its service. If the above is not possible due to the complexity of the request, time exigency or technical complexity of the request or due to the number of requests, the above-mentioned deadline may be

extended by up to sixty (60) days. The Data Subject shall be informed about any extension and its reasons within thirty (30) days of the delivery of the request.

Reimbursement of costs

Requests are generally processed free of charge.

The USB is entitled to require reimbursement of costs only if the request is manifestly unfounded or unreasonable, particularly if the request is repeated.

All requests shall be processed based on proper investigation and each applicant shall be informed about the manner of the processing with regard to the content of their request, or, as the case may be, about the measures adopted by the USB in connection with the processing of their request or about any other manner of processing/handling.

A request by a Data Subject may be declined if:

- a. the request is manifestly unfounded or unreasonable, particularly because the request is repeated;
- b. the applicant is a person different from the Data Subject concerned by the request;
- c. it is not possible to verify the identity of the applicant if there are doubts;
- d. if the request is unfounded, because it goes beyond the scope of rights of Data Subjects ensuing from the Regulation or other concerned legal regulations;
- e. the Data Subject refuses to pay the required fee.

If the request cannot be granted, the applicant shall be told the reasons why the request could not be granted, i.e. the applicant shall receive a notice of rejection of the application together with reasoning and information for the applicant on their right to lodge a complaint with Úřad pro ochranu osobních údajů (The Office for Personal Data Protection).

Records on lodged requests and their processing shall be kept by the Data Protection Officer.