Personal data requests

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Reader group: All agents
In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

Customers in many states have the right to ask what data a company holds about them, to correct it, or to have it deleted. These requests belong to the **client**, not Hootline.

1. Verify the customer's identity as usual.
2. Open the client's **Privacy request** form in the CRM and choose the request type: access, correct or delete.
3. Tell the customer the client will respond by email, usually within 45 days.

You can correct simple details like an address or email on the call. Use the privacy form only for formal requests.