

Repair Café for Digital Rights

5 basic rules for participants

- 1. Bring your own case (or your own questions).** The volunteers at the Repair Café for Digital Rights will try to help you answering concrete questions you might have regarding the exercise of your data protection rights. You might have tried to exercise your rights and faced an unexpected obstacle. Or maybe you are considering exercising your rights, but you do not know exactly where to start. This all are good reasons to reach out.
- 2. If you have a clear goal, let us know.** It will be helpful for the volunteers, in order to give you the most relevant advice, to inform us about the purpose you are pursuing: do you want to obtain some specific information about some data processing? Do you wish to double check if somebody is processing data in a lawful manner? Are you just curious about how data protection rights work in practice? All these reasons are legitimate and valid, but knowing what is your goal can have an impact on devising the best strategy to apply.
- 3. Tell us what we need to know, but please no more than that.** Everybody at the Repair Café for Digital Rights is very conscious about everybody's privacy. You might need to share some personal information about you with the volunteer trying to help you, but please keep to yourself any details that we do not need to know. The volunteers cannot in any case take note of your personal issues for any follow up in the future: they are committed to only taking notes on the type of questions they receive (nature of rights discussed, difficulty of the questions, etc).
- 4. We really can't promise we will fix it.** The volunteers at the Repair Café for Digital Rights will consider your case or questions and provide the best guidance they can to the best of their availability. Unfortunately, they cannot guarantee their guidance will be effective. They also can't be there for further support after the session.
- 5. But we do know how you can complain.** Volunteers can provide you information about what you are entitled to do in case you believe your data protection rights were not respected. There are clear rules for this. If you don't know them, do not hesitate to ask!

Any questions? Contact Digital Rights Cafés digitalrightscafes@vub.be