

Ask for copies of your data

You have the right to ask for copies of your personal data we store and use. This is your right of access, also known as making a subject access request or SAR. We'll normally respond at the latest within one calendar month of receiving your request. There may be times where we need longer, or we may need to charge a reasonable fee for admin costs. We'll let you know if this is the case.

You don't have to use this form to ask for copies of your data, but it's helpful for us to know what you're looking for so we can respond fully and promptly.

Please send your completed form to us using the contact details at the bottom of the page.

You can read more about your right of access by visiting: <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>

1. Who's making this request?

We're asking for your contact details so we can send your response and discuss your request with you (if needed). You only need to give us relevant details. For example, you only need to give us your postal address if you'd like us to respond by post or if you think it would help us identify you. We may ask you for proof of ID if we feel it's reasonable and proportionate. The timescale for responding to your request will start when we receive this.

Your name

Contact number

Email address

Postal address

Are you making this request on behalf of someone else?

☐ Yes

☐ No (Please move to section three)

2. Please provide contact details of the person you are making the request for.

If you're making the request on behalf of someone else, we need to know who they are and their contact details in case we need to get in touch.

Your name

Contact number

Email address

Postal address

Other contact information for the person you are making the request for

You also need to give us proof of your authority to act on their behalf. For example, this could be written authorisation from them or a relevant power of attorney.

Please send proof of authority together with this form when you make your request.

☐ Yes, I've got proof of my authority to act on someone else's behalf and I'll include it with my form. (Please move to section four.)

☐ No, I haven't got any proof of authority yet, but will send it at a later date. I understand you can't action my request until you receive this information.

3. How would you like us to respond to you?

We'll try and respond to you in the way that suits you. Please let us know if you need us to make any adjustments for you eg large font.

☐ Email ☐ Post ☐ Other (please specify)

4. What personal data are you requesting?

If you know exactly what personal data you're looking for, it's helpful if you let us know. For example, if you need a specific email, we could search for this using a particular word or phrase.

Briefly describe your request

5. Is there a date range of the personal data you're asking for?

It's helpful if you're as specific as possible about your request. For example, if you've been a customer for several years, but you only need data about your recent purchase history, you could ask for data about things you've bought only in the last few months.

Date from

Date to

6. Can you tell us anything else to help us with our search?

If there's anything else of relevance you can tell us to help us identify you or the data you're requesting, please include this here. For example, any aliases, date of birth, order number or a customer reference number.

Further information to help us find the data you need

Thank you. We'll be in touch. If you'd like more information about how we use your data, have a look at our [need to add link to our privacy notice]