

## THE GENERAL DATA PROTECTION REGULATION (GDPR) SUBJECT ACCESS REQUEST

This form is to be used by individuals who wish to find out what information, if any, The Stafford Building Society is holding or is processing that relates to them. **Completion of this form is not compulsory but is designed to help you in providing us with the information we need to deal with your request.** There is a guide to assist you in filling in this form. An application for access to information must be made to the Society and not to the Information Commissioner.

Please indicate below the purpose of your request:

- I would like to access my data, complete sections 1 to 4
- I would like to invoke my 'right to be forgotten', complete sections 1, 2 & 4
- I would like to have the use of my data restricted, complete sections 1-4

The information requested below will help the Society (a) satisfy itself as to your identity and (b) find any data held about you. Please complete all the areas.

### Section 1 – About yourself [See note 6]

Title (Mr, Mrs etc)		Date of Birth	
Surname/Family Name		Sex (Male/Female)	
First Names			
Maiden/Former surnames			
Telephone Number (Day)			
Email address			
Home Address			
Post Code			

If you would have been known to us by a different name, or at a different address (home or business) during the period to which the information you are seeking relates, please state the name(s) and address(es) below:

### Section 2 – Proof of identity [See note 6]

To help us establish your identity, we require one of the following with your application:

(a) Confirmation of name:

- Full driving licence\*, passport, birth certificate.

(b) Confirmation of name and address:

- Full driving licence\*, utility bill, bank or credit card statement, child benefit book, pension book (or other equivalent/similar official document – but it MUST show your name and address).

\*Complete copy of your full driving licence will be sufficient for both categories.

**I am providing the following types of identification:**

<b>(a)</b>		<b>(b)</b>	
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**Section 3 – Helping us to find the information [See note 8]**

Please use the space below to provide further details that may help to locate the information sought or requiring rectification. For example specific documents or information that you are seeking; the likely location of the information; the name of the person in the Society who may have created or had access to the information; and any relevant time periods.

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To help us locate your information, please complete the details below:

**Customer of the Society:**

Savings account number(s):	
Mortgage account number(s):	
Other references:	

**Not a customer of the Society:**

Please advise of your relationship with us (including Employees of the Society):	
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**Section 4 – Declaration [See note 9]**

**Declaration** (to be signed by the applicant)

**The information that I have supplied in this application is correct, and I am the person to whom it relates.**

Signature		Date	
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**Warning – attempting to obtain personal data to which you are not entitled may be an offence under Data Protection Regulations.**

**Your Checklist**

Is your contact information correct?		Have you signed the form?	
Have you enclosed acceptable identification?		Have you completed all the sections?	
Have you provided information to assist us in identifying and finding the information?			

**SRBS Checklist (for SRBS use only)**

<i>Date Application Rec'd</i>		<i>Application Signed</i>	Yes / No
<i>Identification (a) - Details</i>		<i>Application Complete</i>	Yes / No
<i>Identification (b) - Details</i>		<i>ID Info provided</i>	Yes / No
<i>Original Docs. Returned</i>		<i>Identification checked</i>	

## [Guide to making a Subject Access Request](#)

### **1. Introduction**

These notes are intended only as a guide to completing the SRBS Subject Access Request form, not as a guide to the Data Protection regulations. For further advice on filling out the forms, please telephone us on 01785 223212 (or email us at: [mutual@srbs.co.uk](mailto:mutual@srbs.co.uk)). **Completion of the form is not compulsory but is designed to help you in providing us with the information we need to deal with your request.**

### **2. Your Rights**

Under the GDPR (recital 63) you 'have the right of access to personal data which have been collected concerning you, and to exercise that right easily and at reasonable intervals, in order to be aware of, and verify, the lawfulness of the processing'; and to be provided with a copy of that information.

### **3. The Society's Rights**

Where an exemption is available under the Regulation, the Society may not provide you with the information covered by the exemption. The main exemptions that may be applied are where the information held relates to:

- the prevention or detection of crime; or
- the apprehension or prosecution of offenders.

and where disclosure of the information would be likely to prejudice any of these purposes. We are not required to tell you whether any exemptions have been applied to any information that we may provide, or whether any information has been withheld or the reason for the withholding of any information.

### **4. Processing by the Society**

Applications will be processed promptly, but in any event a response will be made within one month (unless we advise you otherwise), as permitted under the Regulation, from the date that we accept the properly completed application along with your proof of identity where appropriate.

An application will not be accepted or processed unless the application is submitted correctly with all relevant information being supplied.

## [Completing the application form](#)

### **5. Section 1 – About Yourself**

Please give us information about yourself that will assist us in finding the information you require. You should complete this section fully and carefully as the information will be used as the basis for our internal searches.

For your protection, any correspondence that we send you (including any information that we send to you in response to your request) will be sent only to the home address that you give here.

Where you have submitted the request via your legal representatives, you are still required to complete the form in full and provide proof of identity. Our response will be sent to your legal representatives' registered offices.

The information will also help the Society to confirm your identity (see Note 7).

### **6. Section 2 – Proof of identity**

The Society has a duty to ensure that the information it processes is secure; the Society will only provide the information relating to you if we are satisfied regarding your identity i.e. that you are entitled to the information. We therefore require you to provide us with reasonable proof of your identity, this can be provided by you visiting the branch in person or providing certified copies of the documents in the post.

Examples of the types of identity documents that we will accept are listed under Section 2. Applications that do not include acceptable identification will not be processed, but we will contact you should this be the case.

Photocopies of passports and driving licences are acceptable provided they are certified by an accountant, bank or building society official, FCA registered financial advisor, local authority councillor, dentist, doctor, minister of a recognised religion, police officer, Post Office official, solicitor, teacher or lecturer. This person must be capable of being contacted if necessary and therefore contact details must be provided. In addition, certified documents should be dated and signed 'original seen' and photographic evidence should be certified as providing a good likeness.

For applications from individuals who are not current customers of the Society we will access credit reference agency databases, including information from the Electoral Register, to check that the details you have supplied us with are correct. This will show, as a search of the database but not as a credit score, so will not affect your credit rating. This will be in addition to you providing documentary further proof of identification.

The Society does not have to give you any information that might identify any other individual unless that person agrees. If you believe that any information the Society holds about you may identify another person, you may wish to obtain that person's written consent to you being given his/her information. That should be submitted to us with this application, along with their proof of identity (to the same standard as is required for yourself).

### **7. Section 3 – Helping us to find the information**

In order to assist us with our searches, please try to specify the nature of the information that you are seeking and its possible location if known (e.g. who in the Society was/might be dealing with the matter).

### **8. Section 4– Declaration**

Please sign and date the application. We are unable to accept applications that have not been signed by the person whose details are supplied in section 1, and will not process any application unless it has been signed and dated.

**Warning – attempting to obtain personal data to which you are not entitled may be an offence under the Data Protection Regulations.**

### **9. Your Checklist**

This is a brief checklist to ensure that you have completed the form properly.

### **10. Submission**

When you have completed the form, please send it together with your proof of identity to:

**Data Protection Officer  
Stafford Railway Building Society  
4 Market Square  
Stafford  
ST16 2JH**

Forms that are incomplete will be returned; forms that are complete but for which suitable identification has not been received will be put on hold until you send us the missing items.