

Subject Access Request

Request for personal data under General Data Protection Act 2018

Please note – this form is optional and not a requirement to submit a Subject Access Request. When filling out this form please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys. Please complete in BLOCK CAPITALS.

1. Customer details

Title Mr Mrs Miss Ms Other
(please specify)

First name

Middle name(s)

Surname

Previous surname (if relevant)

Date of birth (DD/MM/YYYY)

2. Joint customer details (if relevant)

Title Mr Mrs Miss Ms Other
(please specify)

First name

Middle name(s)

Surname

Previous surname (if relevant)

Date of birth (DD/MM/YYYY)

3. Current contact details

Mailing name (if relevant)

Address line 1

Address line 2

Address line 3

Address line 4 OR overseas country

Postcode

Home contact number

Preferred daytime contact number Preferred time to contact (HH:MM) :

Email address

4. Previous address details or the last address you provided to the bank

Address line 1

Address line 2

Address line 3

Address line 4 OR
overseas country

Postcode

5. Information required

Current Account products

Please provide the account number(s), sort code(s) and date ranges for all current account products for which you require the personal data we hold.

Sort code

Account number

From (DD/MM/YYYY)

To (DD/MM/YYYY)

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

Savings/Investment products

Please provide the account number(s), sort code(s) and date ranges for all saving/investment products for which you require the personal data we hold.

Sort code

Account number

From (DD/MM/YYYY)

To (DD/MM/YYYY)

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

Loan products

Please provide the account number(s), sort code(s) and date ranges for all loan products for which you require the personal data we hold.

Sort code	Account number	From (DD/MM/YYYY)	To (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

Mortgage products

Please provide the account number(s), sort code(s) and date ranges for all mortgage products for which you require the personal data we hold.

Sort code	Account number	Product name	From (DD/MM/YYYY)	To (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

Insurance products

Please provide the product name, account number(s), type of insurance and date ranges for all insurance products for which you require the personal data we hold.

Product name	Account number	Type of insurance	From (DD/MM/YYYY)	To (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

--

Credit card products

Please provide the PAN (16-digit number on the front of the card) and date ranges for all credit card products for which you require the personal data we hold.

Credit card PAN				From (DD/MM/YYYY)	To (DD/MM/YYYY)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

--

Digital CCTV and telephone recordings

Please confirm if you require CCTV information

Please provide the date and time ranges in addition to the location for the information you require

From (DD/MM/YYYY)	To (DD/MM/YYYY)	Time from (HH:MM)	Time to (HH:MM)	Location (branch/office name)
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>

Please confirm if you require telephone recording information

Please provide the date and time ranges in addition to the department and staff member you spoke to for the information you require

From (DD/MM/YYYY) to	To (DD/MM/YYYY)	Time from (HH:MM)	Time to (HH:MM)	Department/member of staff spoken to
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/> : <input type="text"/>	<input type="text"/>

6. Fulfilment details

Please confirm how you would like to receive the information relating to your Subject Access Request

6a. Via email

Please provide the email address you would like the information to be sent to

Once we send the information to you via email, we will need to issue you with a PIN so you are able to access the file. Please confirm how you would like to receive the PIN:

SMS to mobile telephone number

Phone call to telephone number

Post to (insert address)

Address line 1

Address line 2

Address line 3

Address line 4 OR
overseas country

Postcode

6b. Via post

Please provide the address you would like the information to be sent to

Address line 1

Address line 2

Address line 3

Address line 4 OR
overseas country

Postcode

7. Further information

We may need to contact you for more information to confirm data you have provided or clarify aspects of your request, to assist us in the fulfilment of this request.

For example, if you have changed your name, we will require relevant proof of this change, e.g. original copy of marriage certificate which will need to be certified in branch.

Additional information to support your request may be enclosed on a separate piece of paper and attached to this form e.g. further previous addresses and/or the purpose of your request.

Additional identity checks are required before we can provide you with CCTV recordings.

In accordance with the General Data Protection Regulation 2018, once we have received everything required to complete the Subject Access Requests, we will send the response within one month (30 days).

Please send the form to:

Subject Access Requests
Manchester Mailroom
1 Hardman Boulevard,
Manchester,
M3 3AQ
Depot 049

8. Customer declaration

Please provide me with a copy of the personal data for the types of information I have detailed within this form.

I certify that I am the person named on this form:

Customer signature

Date (DD/MM/YYYY)

(If applicable) I authorise joint personal data for the types of information detailed within this form to be released to the contact point detailed in Section 6 above.

I certify that I am the joint named person on this form:

Joint customer signature

Date (DD/MM/YYYY)

Guide to Making a Data Subject Access Request

Under the General Data Protection Regulation 2018 you have (subject to certain exemptions) the right to get a copy of the personal information that is held about you from any organisation processing your data. Not all personal information is covered as there are 'exemptions' within the Regulation which may allow us to refuse to comply with a request in certain circumstances.

Only personal data relating to a living individual is released and we are unable to provide any non-personal information pertaining to an incorporated entity: Limited Companies, Limited Liability Partnerships (LLPs) and partnerships which are established in Scotland. Accordingly, only your personal information held in relation to the incorporated entity can be released.

Data will be released for a sole trader or any unincorporated partnership not established in Scotland.

You should bear in mind that the General Data Protection Regulation 2018 requires us to provide personal information contained in documents, but not necessarily the documents themselves.

There is no requirement to complete this form to make a valid request, however it has been designed to capture the information we may reasonably require to process your request effectively. We may contact you by telephone or letter if we need additional information.

If you hold a combination of sole and joint accounts and want to see your personal information held across all accounts, please complete an individual request.

If you and a joint account holder want to see the information held in your joint account, both parties should complete and sign the request form. One copy of the information held on the account will be issued for the attention of both parties.

If you and a joint account holder have a joint account and also both have accounts in your own name and want to see all of the information that the bank holds for you, you should each complete separate request forms. In this instance however, we may contact both of you to ask if we can provide copies of the information held in the joint account to one party only to avoid duplication.

If you require us to provide telephone call recordings we require as much detail as possible, such as the member of staff's name and the telephone number you made the call from. Please note not all telephone calls are recorded.

For details on how your personal information is used by please see our Data Privacy Notice which can be found on our website.