

## SUBJECT ACCESS REQUEST FORM

You should complete this form if you want us to supply you with a copy of any personal data we hold about you. You are currently entitled to receive this information under the Data Protection Act 2018 (DPA) and the EU General Data Protection Regulation (GDPR)

We will also provide you with information about any processing of your personal data that is being carried out, the retention periods which apply to your personal data, and any rights to rectification, erasure, or restriction of processing that may exist. We will endeavour to respond promptly and in any event within one month of the latest of the following:

- Our receipt of your written request; or
- Our receipt of any further information we may ask you to provide to enable us to comply with your request.

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. You are not obliged to complete this form to make a request but doing so will make it easier for us to process your request quickly.

### **SECTION 1:**

#### **Details of the person requesting information**

Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Other: _____
Surname/Family Name:					
First Name(s)/Forenames:					
Address:					
Postcode:					
Previous Address:					
Postcode:					
Contact Telephone Number(s):					

### **SECTION 2**

### Are you the data subject?

Please tick the appropriate box and read the instructions which follow it.

YES:

I am the data subject. I enclose proof of my identity (see below).  
(please go to section 4)

NO:

I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity (see below).  
(please go to section 3)

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one of both of the following:

1) Proof of Identity

Passport, photo driving licence, national identity card, birth certificate.

2) Proof of Address

Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

I am enclosing the following copies as proof of identity:

Birth certificate     Driving Licence     Passport     An official letter to my address

If none of these are available, please contact the Money Advice Service - 020 7943 0500

### **SECTION 3**

**Details of the data subject (if different from section 1)**

Title:      Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other: _____	
Surname/Family Name:	
First Name(s)/Forenames:	
Date of Birth:	
Address:	
Postcode:	
Previous Address:	
Postcode:	
Daytime Telephone Number(s):	

**SECTION 4**

**What information are you seeking?**

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

<p><b>Personal Information</b></p> <p>If you only want to know what information is held in specific records, please indicate in the box below. Please tell us if you know in which capacity the information is being held, together with any names or dates you may have. If you do not know the current name of the Team just tell us what you do know. If you do not know exact dates, please give the year(s) that you think may be relevant.</p>
<p>Employment records <input type="checkbox"/></p> <p>If you are now, or have been employed by the Money Advice Service and are seeking personal information in relation to your employment please provide details of your Staff number/Dates of employment.</p>

Please note that if the information you request reveals details directly or indirectly about another person we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision.

While in most cases we will be happy to provide you with copies of the information you request, we nevertheless reserve the right, in accordance with legislation, not to provide you with copies of information requested if to do so would take “disproportionate effort”, or in accordance with Article 12 of the GDPR to charge a fee or refuse the request if it is considered to be “manifestly unfounded or excessive”. However, we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

## **SECTION 5**

### **Information about the collection and processing of data**

If you want information about any of the following, please tick the boxes:

- Why we are processing your personal data
- To whom your personal data are disclosed
- The source of your personal data

## **SECTION 6**

### **Disclosure of CCTV images**

If the information you seek is in the form of video images captured by our CCTV security cameras, would you be satisfied with viewing these images?

- YES
- NO

**SECTION 7**  
**Declaration**

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this subject access form and certify that the information given in this application to the Money Advice Service is true. I understand that it is necessary for Money Advice Service to confirm my / the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

Signed..... Date .....

I wish to:

Receive the information in electronic format   
(some files may be too large to transmit electronically and we may have to supply in CD format)

Receive the information by post\*  Collect the information in person   
View a copy of the information only  Go through the information with a member of staff

\*Please be aware that if you wish us to post the information to you, we will take every care to ensure that it is addressed correctly. However, we cannot be held liable if the information is lost in the post or incorrectly delivered or opened by someone else in your household. Loss or incorrect delivery may cause you embarrassment or harm if the information is 'sensitive'.

Documents which must accompany this application:

- Evidence of your identity (see section 2)
- Evidence of the data subject's identity (if different from above)
- Authorisation from the data subject to act on their behalf (if applicable)

Please return the completed form to:

**Data Protection Officer, The Money Advice Service, Holborn Centre, 120 Holborn, London EC1N 2TD**

**Email: [SAR@moneyadvice.org.uk](mailto:SAR@moneyadvice.org.uk) or Telephone: [0800 138 777](tel:0800138777)**

**Correcting Information**

If after you have received the information you have requested you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware;
- we may have passed inaccurate information about you to someone else;

then you should notify our Data Protection Officer asap.