

**GDPR Subject Access Request (SAR) Form**

<b>Policy Number</b>	18 FORM
<b>Version</b>	2
<b>Policy Contact</b>	Matthew Betteridge
<b>Date Issued</b>	08 <sup>th</sup> June 2021
<b>Reviewed</b>	06 <sup>th</sup> May 2025
<b>Next Review Date</b>	06 <sup>th</sup> May 2026
<b>Target Audience</b>	Individuals or legal representatives
<b>Approved by</b>	OneCall24 Policy Team

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 UK General Data Protection Regulation (GDPR). We can 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 also deal with your request to exercise any rights to rectification, erasure, or restriction of processing that may exist.

We will endeavour to respond promptly and in any event within one calendar month of our receipt of your written 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.

*Please print, complete, sign and send to us as per the instructions below.*

Full Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Please highlight by ticking the appropriate entry in the following table which Subject Access Request (SAR) you wish to invoke:

Description	Tick
SAR 1 : Right to be informed	
SAR 2 : Right of Access	
SAR 3 : Right to rectification	
SAR 4 : Right to erasure	
SAR 5 : Right to restrict processing	
SAR 6 : Right to data portability	
SAR 7 : Right to object	

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 box below).

*(please go to section B below )*

[  ] NO: I am acting on behalf of the data subject. I have enclosed the data subject’s written authority and consent to making this request and proof of the data subject’s identity and my own identity (see box below).

*(please go to section A below)*

**Proof of Identity and Address**

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).

We may suspend processing of your request until sufficient identity verification is provided

**SECTION A**

Details of the data subject (if different from on the front page)

Full Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

**SECTION B**

**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.

**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 [    ]

Please describe why you have chosen this Subject Access Request so we can improve our services going forward:

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 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.

#### **DECLARATION**

I confirm that I have read and understood the terms of this Subject Access Request Form and certify that the information given in this application is true. I understand that it is necessary for OneCall24 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.

Please sign and state your full name and date below:

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Date signed: \_\_\_\_\_

Please send us the completed Subject Access Request Form by RECORDED DELIVERY to:

Head of Compliance.

OneCall24 Limited.,

239 New Marylebone Road, London NW1 5QT.

This form may also be submitted electronically to [gdpr@onecall24.co.uk](mailto:gdpr@onecall24.co.uk).

We will respond within one calendar month of receipt to the given physical Home Address. OneCall24 will only provide information via channels that are secure. When hard copies of information are posted, they will be sealed securely and sent by recorded delivery.

In line with UK GDPR accountability requirements, we keep a record of all SARs received. A copy of this form will be scanned and held for audit purposes of ICO Compliance in our secure storage for future reference.

Thank you for your requests.

Kind regards,

OneCall24

Compliance Office