

SAR REQUEST FORM

&

GUIDANCE

Before filling in the form, read carefully the guidance.

In order to help identify and locate your personal data, please be as specific as possible when describing both the information you believe we may hold and its possible sources, to avoid any delay in our response to your request. We will not be able to begin processing your request until sufficient information has been has been provided.

The information you have supplied in connection with this application will only be used in the processing of this subject access request. The information will only be disclosed to the relevant parts of the business that hold the information you have requested in order for it to be retrieved.

# Definition

Data Subject: a living individual to whom personal data relates.

Requester: a [person](https://dictionary.cambridge.org/dictionary/english/person) who [asks](https://dictionary.cambridge.org/dictionary/english/ask) to [see](https://dictionary.cambridge.org/dictionary/english/see) or have something, for [example](https://dictionary.cambridge.org/dictionary/english/example) an official record or [document](https://dictionary.cambridge.org/dictionary/english/document):

# Requests

Here is some guidance which will help us carry out a comprehensive search for any personal information to which you may be entitled.

Please provide as much information as you can about:

* What The most detailed purpose of your request
* How The format your personal information is held in (document, email, footage, recording,

paper, electronic…)

* Who The person, the service who dealt with your personal information
* When The dates or periods of time you believe the relevant personal information was

created / filmed / recorded

If you are requesting email messages, please provide if possible

* The name(s) of the employee(s) who may have sent/received the email(s)
* The email address where the mail may has been sent to / received from
* Any keywords or phrases relating to the subject matter of the email correspondence

If you are Requesting CCTV footage: please provide if possible

* The relevant date, location and approximate time
* A description of what is happening in the footage
* A detailed description of what you were wearing/carrying at the time
* A recent full-length color photograph of you

Please note: CCTV footage is normally retained for a maximum of 6 weeks.

If you are Requesting telephone call recordings: please provide if possible

* The employee and/or business area that may have made or received the telephone call
* The date and approximate time of the call

Please note: call recording is normally retained for a maximum of 3 months.

# Proof of Identity documents for the Data Subject

Regent Gas has a responsibility to ensure that we keep your information secure. To help establish your identity, your application must be accompanied by photocopies of at least two different official documents but which (between them) provide sufficient information to prove identity, current address and/or signature.

Please enclose a copy of an official document showing your name and signature (e.g. a copy of your passport, driving licence or an ID card).

Plus any other official document showing your name and address (e.g. bank statements or utility bills issued within the last 3 months).

We will not respond to your request unless you have provided this information

# Proof of Identity documents for the representative of the Data Subject

Regent Gas has a responsibility to ensure that we do not disclose personal information to those who are not entitled to have access. For this reason we will require you to provide evidence of your right to act on behalf of the Data Subject.

Please enclose a copy of any official document that authorises you to act on the data subject’s behalf (e.g. lasting power of attorney) or evidence of the data subject’s consent to disclose this information to you.

We will still need all the documents to be submitted by the data subject

|  |  |  |
| --- | --- | --- |
| Are you making this request for information that relates to you? Please tick the appropriate box. | Yes ☐ | **Please complete Sections 1 & 3** |
| No ☐ | **Please complete Sections 2 & 3** |

# **Application made by the Data Subject**

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| --- |
| Please enter your details: |
| **Full Name:** |  |
| **Current Address:** | . |
| **Tel No.** |  | **Email:** |  |

|  |
| --- |
| Details of personal information which may hold about you: Tick the relevant box to indicate your relationship with  |
|

|  |  |
| --- | --- |
| ☐ Employee (former)☐ Employee (current ) | ☐ Member of the public☐ Other (please specify) :  |

 |
| Please describe the information you are requesting here. If there is not enough space, please download a new file or insert an additional sheet of paper.  |

# **Application made on behalf of the Data Subject**

|  |
| --- |
| If you are acting on behalf of the data subject, tick the box which relates to the nature of your relationship: |
| ☐ Relative(parent, Child, Sibling)☐ Spouse / partner / co-habitant | ☐ Legal representative☐ Other (please specify) |

|  |
| --- |
| Please enter your details (as the data subjects representative) |
| Full Name: |  |
| Address: |  |
| Tel: |  | Email: | . |

|  |
| --- |
| Please provide the following details in relation to the data subject. |
| Full Name: |  |
| Address: |  |
| Tel: |  | Email: | . |
| Is the data subject under the age of 18? | Yes ☐ No ☐ |

|  |
| --- |
| Information may hold about the data subject.Tick the relevant box to indicate the data subject’s relationship with Regent Gas |
| ☐ Employee (former)☐ Employee (current ) | ☐ Member of the public☐ Other (please specify) :  |
| Please describe the information you are requesting here. If there is not enough space, please download a new file or insert an additional sheet of paper.. |

# **Fees and declaration**

|  |
| --- |
| Fee. |
| Please note that the requester has the right to get a copy of the information that an organisation holds about her/him free of charge. However, can charge a ‘reasonable fee’ when a request is manifestly unfounded or excessive, particularly if it is repetitive. You will be notified if such a fee is required |

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| **Declaration (to be signed by the applicant)** |
| To the best of my knowledge the information I have provided in this application is correct. I have provided all documentation requested to prove my entitlement to the information. I understand that the statutory response period of one month specified in the SAR policy will not commence until Regent Gas is satisfied in the regard of the information and proofs of ID provided and has received any associated fee(s) when requested as specified in guidance section of this form. |
| **Signature:** |  |
| **Name** |  |
| **Date:** |  |

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| --- |
| **Internal / Office Use Only** |
| **Identification documents included** | **Yes** | **No** | **Fee to be requested** | **£** |
| **Document details** |  | **Confirmation issued date** |  |

Please send the completed copy of this form with all the requested documents in a securely sealed envelope by signed mail to the following address:

Regent Gas

SAR

Regent House,

Kendal Avenue

London W3 0XA

Or send your form fully filed in with all the requested proofs of ID and address by email to data@regentgas.co.uk with the object SAR“.

Be advised that Regent Gas will not be responsible for the security of any identity documents emailed, posted or monies sent/lost in the post.

This request form will be reviewed every year or when there are technical or legislative changes that require this policy to be reviewed.

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| --- | --- |
| **Document name:** | Subject Access Request form |
| **Company:** | Regent Gas |
| **Issue date:** | 22-May-18 |
| **Approved by:** | Deep Valecha, Operations Director |
| **Developed by:** | Alunga Kalawe, Regulation & Compliance Manager |