**Subject Access Request Guidance**

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| This form is for any person who wishes to apply for access to personal data held by The Company. Please read the Subject Access Request Guidance Notes below before completing this form.A separate form should be completed for each individual. |
| NOTE: This is not a mandatory form – Subject Access requests made in other formats will also be accepted but this form is designed to speed up the process. |

**Subject Access Request Guidance**

**Please read before filling in the Subject Access Request Form**

**Which sections should I complete?**

**Sections, 1, 2, 3 and 4** should be completed for all applications.

**Sections 5, 6 and 7 (Representative Details and Authority to Release Information to a Representative)** should only be completed if the application is being made by a representative (i.e. someone other than the data subject themselves).

**Section 3 (Proof of the applicant’s identity)** – If you do not have any of the forms of identity listed, we may in exceptional circumstances accept alternatives for consideration.

This form is designed to assist the process of making a subject access and, as a consequence, may speed the process up; but it is not mandatory, all subject access requests made in other formats will also be processed.

**What information will help with the processing of my subject access request?**

Identification of relevant records will be easier if you can provide any references issued by The Company relating to applications you may have made, or action taken against you.

If you cannot provide us with satisfactory proof of identity, your application will be rejected.

**What information does the Company hold?**

The Company holds information relevant to the conduct of its functions which will include, but not be restricted to, personal information about employment, services, products and transactions and any other action undertaken. However, some data may have been reviewed and destroyed where appropriate in accordance with our information retention policies and legal obligations.

The Company is also the ‘data controller’ for certain information held by other bodies which are contracted by The Company in connection with the conduct of specific service activities.

**How long will it take to get my data?**

Once we are satisfied that you meet the criteria for disclosure of data under the current Data Protection Regulation, and have provided sufficient information, you should receive a response within 1 month from the date that we accept your application for processing or a reason for the delay in providing a response.

Records may be held in several different locations in paper and electronic formats. If you only require specific information and you clearly state what that is – for example a specific document or IT only data – then you are likely to get a quicker disclosure.

The form includes a section for giving details if you need a disclosure by a certain date. No guarantee can be given that a disclosure will be completed by that date, but we will endeavour to comply with reasonable requests for expedited action.

**General Notes**

We will acknowledge your application by email or in writing.

1. There is no fee for a Subject Access Request, unless it is deemed to be excessive or inappropriate. In this case, we may also refuse your request.
2. The documents that you receive may have redacted (blacked-out) or contain rough notes that may lack clarity. This is because we aim to supply copies of the original records whenever possible. However, as records also include third party information that we cannot release to you under the Data Protection Regulation, e.g. another person’s data, this is removed.
3. We will not disclose information by fax or telephone. Disclosure by post is usually made by first class post to the address you provide in section 2 or, if appropriate, to your representative named in section 6.

**Checklist**

Have you completed all relevant sections of the form?

If you are a representative, has your client signed the authority in Section 8 or provided a separate signed note of authority?

If you are submitting the form yourself, have you signed the form at Section 4?

Have you enclosed two pieces of identification from the lists in Section 2? (one from each A and B)?

Have you provided as much information as possible to enable us to find the data you require?

**Please send your completed form and proof of identity to:-**

Data Protection Officer

FAI Automotive Plc

The Chiltern Trading Estate

Grovebury Road

Leighton Buzzard

Bedfordshire

LU7 4TU

By Email: dataprotectionofficer@faiauto.com