|  |  |
| --- | --- |
| Office Use Only: |  |
| SAR Reference: | Ref from database |

**Subject Access Request Form**

### Contact Information

Please provide the details for how you wish us to contact you regarding your request:

|  |  |
| --- | --- |
| Title (Mr, Mrs etc) | Enter here |
| Surname | Enter here |
| First names | Enter here |
| Previous surnames | Enter here |
| Telephone number | Enter here |
| Email address | Enter here |

### The Data and Information You are Requesting

Please use the space below to provide details of the data and information you are requesting. Include where relevant any time periods and specific details about what you would like us to try and provide you with:

|  |
| --- |
| Detail of your data and information request: |

### Supplying the Data & Information to You

We will provide you with a copy of your personal data electronically in a protected Adobe PDF format via e-mail. If you would like your personal data provided in a different format, for example paper copies or not via email please fill out the following section. Remember to include a postal address if required:

|  |
| --- |
| Enter here: |

### Sending the Completed Subject Access Request

See the policy below for details of how to submit this completed form.

### Subject Access Request Policy

**What information can you access?**

You have the right to access a copy of your personal data held by Energy & Utility Skills, as well as other supplementary information.

We can only provide you with a copy of your personal data where Energy & Utility Skills is the data controller.

**How do I return my completed form?**

Your completed form should be e-mailed to [dataprotection@euskills.co.uk](mailto:dataprotection@euskills.co.uk) or posted to Data Protection, Energy & Utility Skills Limited, Friars Gate, 1011 Stratford Road, Shirley, Solihull, B90 4BN.

Alternatively you can make a request verbally – in person or over the telephone. We log all verbal requests and we will ask you to confirm the details of your request.

**What information can I expect to receive?**

We will provide a copy of the personal data that you request. We will also provide the following supplementary information:

* The legal basis for processing your personal data
* The categories of personal data we hold
* The recipients or categories of recipient we disclose your personal data to
* The source of your personal data, where not collected directly from you
* The length of time we hold your personal data
* The right to lodge a complaint with the Information Commissioner’s Office

**What information can I expect not to receive?**

We will not be able to provide a copy of your personal data where the personal data of another individual is included. This is to ensure that we comply with our duty of confidentiality to other individuals.

**How much will it cost?**

We will not charge for subject access requests, in the first instance.

We may charge a fee if a request is complex or includes multiple copies of information. In these circumstances, a reasonable fee will be charged based on the administrative costs of complying with the subject access request.

**How long will it take?**

We will supply your personal data within one month of receiving your request.

If it is a complex request, then we may need to extend the time to respond for a period of up to three months. In these cases, we will let you know within a month of receiving your request.

**What will happen after I make a request?**

We will formally log your subject access request on the date received. We may need contact you to acknowledge your request and confirm your identify, if not already done so.

If you continue to use our services whilst your request is compiled we may continue to make changes to your personal data. These will be normal day to day changes, including the deletion of information to comply with our data retention periods. The personal data we provide will be correct at the date it is provided.

**How will I receive my request?**

We will provide you with a copy of your personal data electronically in an Adobe PDF format via e-mail.

If you would like your personal data provided in a different format, for example paper copies or not via email please let us know when making your request.

**What if I have concerns or I am not happy with the response?**

E-mail Rachel Thomas, the person responsible for data protection at Energy & Utility Skills, at [dataprotection@euskills.co.uk](mailto:dataprotection@euskills.co.uk) who will address any concerns and revisit your request to ensure we have supplied you with everything you asked for.

If you are still unhappy, and wish to do so, you can contact the Information Commissioner's Office by following the link below or telephoning 0303 123 1113.

<https://ico.org.uk/concerns/>