

Subject Access Request Form

The Data Protection Act 1998 provides an individual (“the Data Subject”) with the right to request details about and a copy of any personal data we hold about them.

Please note that this form can only be used to obtain a copy of personal data which is held by Tesco Broadband & Homephone. If you would like to request information held by other Tesco companies you will need to contact them directly.

Before we deal with your request, we need to verify your identity and you will also need to send us a £10 administration fee. Cheques or postal orders must be made payable to “Tesco Stores Limited”.

We will also ask you below to provide any further information that will help us to locate your data and thereby speed up our response to your request.

This form can also be used to confirm the identity and authority of someone making the request on behalf of the Data Subject.

We will comply with your request promptly and, in any case, within 40 days of receipt of both the required fee and the documents necessary to confirm the Data Subject’s identity and, if a third party is making the request on behalf of the Data Subject, receipt of written authority from the Data Subject for them to make the request.

Please complete the following sections and provide the documentation requested along with the £10 fee.

Section 1: Data subject’s details

Title: Mr/Mrs/Miss/Ms/Other

Full name:

Previous name (if relevant):

Address:

.....

.....

Contact details (if we need to contact you about your request):

Telephone number:

Or

Email address:

Now go on to Section 2

Section 2: Details of the person requesting the information

Are you the Data Subject?

- Yes
- No

If you answered "Yes", go straight to Section 3. Otherwise, please provide the following information:

Full name:

Company:

Address:

.....

.....

Contact details (if we need to contact you about your request):

Telephone number:

Or

Email address:

If you are NOT the Data Subject, you must supply us with a copy of the Data Subject's signed written authority for you to make this request on their behalf.

Now go on to section 3

Section 3: Documents to confirm Data Subject's identity and address

You must confirm the identity of the Data Subject by sending us a copy of two of the documents listed below. Please tick the appropriate box to indicate which documents you have enclosed.

Please select **ONE** of the following:-

- Full valid driving licence
- Birth certificate or certificate of registry of birth or adoption certificate
- Full valid current passport

AND

One from the following:-

- Gas, electricity, water or telephone bill in the Data Subject's name for the last quarter
- Council tax demand in the Data Subject's name for the current financial year

Now go to section 4

Section 4: Requested Information

Please provide a description of the information you are requesting and the range of dates that you would like us to search our records:

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Where possible, please provide the below information to help us locate the relevant Tesco Broadband & Homephone account(s):

Telephone number(s):

Account number(s):

Service address (if different from address provided in section 1):

.....

.....

Now go to the formal declaration

Formal declaration

In exercise of the right granted to me/the Data Subject under the terms of the Data Protection Act 1998, I request that you provide me with a copy of my personal data/the personal data about the Data Subject which you process.

I confirm that this is all of the personal data to which I am/the Data Subject is requesting access. I also confirm that I am either the Data Subject or that I have valid authority to request their personal data on their behalf. I am aware that it is an offence under the Data Protection Act 1998 to unlawfully obtain such personal data e.g. by impersonating the Data Subject.

I certify that the information given in this form is true. I understand that it is necessary for Tesco to confirm my/the Data Subject's identity and that Tesco will not be able to satisfy the request unless and until the identity documentation has been received, together with the £10 administration fee.

Signed:

Print name:

Company (if relevant):

Date:

Please make sure you have:

- Completed this form
- Signed the declaration above
- Enclosed the £10 fee (Cheque/Postal order payable to "Tesco Stores Limited")
- Enclosed the relevant form of authority (if relevant, see section 2)
- Enclosed the relevant form of identity and proof of address (see section 3)

Send the completed form and enclosures to:

***Tesco Broadband & Homephone c/o Tesco Telecoms
Tesco House
Shire Park
Welwyn Garden City
Hertfordshire
AL7 1GA***

To obtain your data from the other Tesco businesses, please write to the Data Protection Officer at:

Tesco Stores Ltd - Data Protection Executive, Corporate Investigations, Group Safety, Security and Resilience, Tesco Stores Ltd, 5 Falcon Way, Shire Park, Welwyn Garden City, Herts, AL7 1TW or email subjectaccess.request@uk.tesco.com

Tesco Bank - Tesco Bank, Legal Notices Team, PO Box 27009, Glasgow, G2 9EZ

Tesco Mobile Limited - Tesco Mobile Communications, Hardy's Gate, Dumers Lane, Bury, Lancashire BL9 9QL. Tesco Mobile customers should first call Customer Care on 0845 301 4455 or dial 4455 from their Tesco Mobile handset. Tesco Mobile will take you through a security check and advise on the process

Tesco Pharmacy - Corporate & Legal Affairs, Heldrew House, Delamare Road, Cheshunt, Hertfordshire EN8 9SL

Note: The above information was correct as of 1st May 2016