**Subject Access Request**

Request for personal data under General Data Protection Act 2018

**Please note** – this form is optional and not a requirement to submit a Subject Access Request. When filling out this form please use the tab and arrow keys to move between the relevant fields. Ensure you do **not** use the return or enter keys. Please complete in BLOCK CAPITALS.

**1. Customer details**

Title Mr Mrs Miss Ms Other

First name Middle name(s) Surname

Previous surname (if relevant)

Date of birth (DD/MM/YYYY)

(please specify)

**2. Current contact details**

Mailing name (if relevant) Address line 1

Address line 2

Address line 3

Address line 4 OR

overseas country

Postcode

Home contact number

Preferred daytime Preferred time :

contact number to contact (HH:MM)

Email address

**3. Previous address details** (if applicable) Address line 1

Address line 2

Address line 3

Address line 4 OR

overseas country

Postcode

**4. Information required**

Loan products

Please provide the account number(s) and date ranges for all loan products for which you require the personal data we hold.

Account number From (DD/MM/YYYY) To (DD/MM/YYYY)

Please provide the specific information you require in relation to the accounts above, e.g. complaints documentation

**5. Fulfilment details**

Please confirm how would you like to receive the information relating to your Subject Access Request

**5a. Via email**

Please provide the email address you would like the information to be sent to

Once we send the information to you via email, we will need to issue you with a PIN, so you are able to access the file. Please confirm how you would like to receive the PIN:

SMS to mobile telephone number

Phone call to telephone number

Post to (insert address) Address line 1

Address line 2

Address line 3

Address line 4 OR

overseas country

Postcode

**5b. Via post**

Please provide the address you would like the information to be sent to

Address line 1

Address line 2

Address line 3

Address line 4 OR

overseas country

Postcode

**6. Further information**

We may need to contact you for more information to confirm data you have provided or clarify aspects of your request, to assist us in the fulfilment of this request.

For example, if you have changed your name, we will require relevant proof of this change, e.g. original copy of marriage certificate which will need to be certified in branch.

Additional information to support your request may be enclosed on a separate piece of paper and attached to this form e.g. further previous addresses and/or the purpose of your request.

Additional identity checks are required before we can provide you with CCTV recordings.

In accordance with the General Data Protection Regulation 2018, once we have received everything required to complete the Subject Access Requests, we will send the response within one month (30 days).

Please send the form to: Subject Access Requests NatWest Social & Community Capital c/o Royal Bank of Scotland

4 Almondvale South

Livingston, EH54 6NB

**7. Customer declaration**

Please provide me with a copy of the personal data for the types of information I have detailed within this form. I certify that I am the person named on this form:

Customer signature

Date (DD/MM/YYYY)

**Guide to Making a Data Subject Access Request**

Under the General Data Protection Regulation 2018 you have (subject to certain exemptions) the right to get a copy of the personal information that is held about you from any organisation processing your data. Not all personal information is covered as there are ‘exemptions’ within the Regulation which may allow us to refuse to comply with a request in certain circumstances.

Only personal data relating to a living individual is released and we are unable to provide any non–personal information pertaining to an incorporated entity: Community Interest Company, Company Limited by Guarantee, Company Limited by Shares, Community Benefit Society, Co-operative Society, Unincorporated association, Charitable Incorporated Organisation, Charitable Trusts, Registered Charity, and B-Corps. Accordingly, only your personal information held in relation to the incorporated entity can be released.

You should bear in mind that the General Data Protection Regulation 2018 requires us to provide personal information contained in documents, but not necessarily the documents themselves.

There is no requirement to complete this form to make a valid request, however it has been designed to capture the information we may reasonably require to process your request effectively. We may contact you by telephone or letter if we need additional information.

For details on how your personal information is used by please see our Data Privacy Notice which can be found on our website.