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## M&Co GDPR SUBJECT ACCESS REQUEST FORM

You should complete this form if you want us to supply you with a copy of any personal data we hold about you. You are currently entitled to receive this information under the Data Protection Act 1998 (DPA) and will continue to be under the new EU General Data Protection Regulation (GDPR), which came into effect on 25 May 2018. We will also provide you with information about any processing of your personal data that is being carried out, the retention periods which apply to your personal data, and any rights to rectification, erasure, or restriction of processing that may exist.

We will endeavor to respond promptly and in any event within one month of the latest of the following:

- Our receipt of your written request; or
- Our receipt of any further information we may ask you to provide to enable us to comply with your request.

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request and will be destroyed securely once the requested data has been returned to you. You are not obliged to complete this form to make a request, but doing so will make it easier for us to process your request quickly. Please note we do still require proof of identity to complete this request.

### SECTION 1: Details of the person requesting information

Full name:	
Address:	Previous Address (if relevant)
Contact telephone number:	
Email address:	

M&Co Loyalty Card Number – if known:

SECTION 2: Are you the data subject?

Please tick the appropriate box and read the instructions which follow it.

- YES: I am the data subject. I enclose proof of my identity (see below).
  
- NO: I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity (see below).

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one item from both of the following:

1) Proof of Identity

Passport, photo driving licence, national identity card, birth certificate.

2) Proof of Address

Utility bill, bank statement, credit card statement (no more than 3 months old); current driving licence; current TV licence; local authority tax bill, HMRC tax document (no more than 1 year old).

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

SECTION 3

Details of the data subject (if different from section 1)

Full name:	
Address:	Previous Address (if relevant)
Contact telephone number:	
Email address:	

M&Co Loyalty Card Number – if known:

#### SECTION 4: What information are you seeking?

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

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Please note that if the information you request reveals details directly or indirectly about another person we will have to seek the consent of that person before we can let you see that information. In certain circumstances, where disclosure would adversely affect the rights and freedoms of others, we may not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision.

While in most cases we will be happy to provide you with copies of the information you request, we nevertheless reserve the right, in accordance with section 8(2) of the DPA, not to provide you with copies of information requested if to do so would take "disproportionate effort", or in accordance with Article 12 of the GDPR to charge a fee or refuse the request if it is considered to be "manifestly unfounded or excessive". However we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

#### SECTION 5: Information about the collection and processing of data

If you want information about any of the following, please tick the boxes:

- Why we are processing your personal data
- To whom your personal data are disclosed
- The source of your personal data

## SECTION 6: Declaration

I confirm that I have read and understood the terms of this subject access form and certify that the information given in this application to M&Co is true. I understand that it is necessary for M&Co to confirm my / the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

Signed..... Date .....

Documents which must accompany this application:

- Evidence of your identity (see section 2)
- Evidence of the data subject's identity (if different from above)
- Authorisation from the data subject to act on their behalf (if applicable)

Please return the completed form to:

Data Protection Officer  
Caledonia House  
5 Inchinnan Drive  
Inchinnan  
Renfrew  
PA4 9AF  
Email: [dataenquiries@mackays.co.uk](mailto:dataenquiries@mackays.co.uk)  
Telephone: 0141 812 9000

## Correcting Information

If after you have received the information you have requested you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware;
- we may have passed inaccurate information about you to someone else;

then you should notify our Data Protection Officer at once.