

General Data Protection Regulation (GDPR) Request for Access to Personal Information



IMPORTANT INFORMATION – PLEASE READ

You'll need name and address identification, please ensure that you provide this information. We won't be able to process your request until we have been able to verify your identity. Once we've received this information, we have **1 month** in which to comply with your request.

Before you submit your SAR?

If you just want copies of your bill, you can view/download these on your My3 account. Please visit www.three.co.uk. If there's a problem and you're not happy please get in touch with Customer Services who can try fix it for you and this may be more effective than completing this form.

Applying on behalf of someone else.

If you're applying on behalf of someone else, please enter their details overleaf – *as well as providing proof of their identity and address*. You'll also need to provide your contact information, written authority from them that you're acting on their behalf, and proof of your identity and address.

Pay As You Go customers.

If you haven't registered your phone with us, we won't be able to supply you with any information without a court order. This is because we need to be sure that you are the owner of the device and the SIM, and therefore entitled to request this information. We'll only be able to supply you with information from the date you registered your phone. If you require information before registration we require proof of purchase of the SIM card, receipt or delivery note.

Calls made to or from your Three phone/Voicemails.

We're able to supply you with the date and time of calls that you've made and texts that you've sent, but we only retain this information for **100 days**. We can't provide a record of the content of any calls or texts. We are also unable to provide you with copies of deleted voicemails.

We can't supply you with any information about calls you've **received** unless your request is supported by a **court order**. If you need this information with regard to a legal matter, but don't have a court order, please send us a copy of the relevant legal correspondence and we'll consider your request.

Voice recordings of calls you've made to us or that we've made to you.

We don't record all calls to and from us and any recordings that we do make are held for no longer than **six months**. So we may not be able to send you a recording of a specific call that you request. If you have not contacted us from your Three phone, please provide the number you called from to aid our search.

Copies of contracts.

We can't supply you with a signed copy of your contract. You can find details of your contact's terms through the Terms & Conditions link on www.three.co.uk. If you want details of the package you're on or your contract start and end dates, please contact Customer Services on 333 (Free, unless you're on one of our new Essential Plans, in which case it will come out of any available minutes allowance or charged at your out of allowance rate of 35p per minute) from a Three phone or 0333 338 1001 from any other phone*

*Standard call rates apply.

Contacting us.

Address: Hutchison 3G UK Ltd, Star House, 20 Grenfell Road, Maidenhead, SL6 1EH

Email: DPA.Officer@three.co.uk

Three is the trading name of Hutchison 3G UK Ltd.

Registered Office: Star House, 20 Grenfell Road, Maidenhead, SL6 1EH

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Please read the important information section **before** completing this form.

Your details	
Full name	
Address and postcode	
Three phone number(s)	
Three account number(s) or tick if PAYG customer	Pay As You Go (PAYG) customer <input type="checkbox"/>
Contact phone number	
Email address	
Date of birth	
Please help us by explaining what information you require. Please let us know if the request relates to a specific event or contact.	
<u>YOUR REQUEST WILL NOT BE PROCESSED WITHOUT PROOF OF IDENTITY & ADDRESS. FOR UNREGISTERED PAYG PLEASE VIEW SECTION ABOVE.</u>	
I've provided <u>2</u> forms proofs of identity and address (eg. a photocopy of your photo driver's license/passport, PLUS a current utility bill). <input type="checkbox"/>	

Declaration
I confirm that the information supplied on this form is true and that I am the data subject or am acting on their behalf. I understand that Three may seek to confirm my identity and to obtain further information where this is necessary.
Signature:
Date:

Returning this form
Please return this form, evidence of identity and address to: The Data Protection & Privacy Officer, Hutchison 3G UK Ltd, 123 St Vincent Street, Glasgow, G2 5EA or DPA.Officer@three.co.uk.