

# 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 **one calendar month** in which to comply with your request.

### Information you can request under a SAR

Account type	Account notes and correspondence	Content of voicemails	Outgoing call information from your mobile <sup>1</sup>	Incoming calls and messages	Copies of calls made to Three customer services <sup>2</sup>	Copy of your bills	Copy of your contract
Pay Monthly	✓	Court order only	✓	Court order only	✓	✓	X
<u>Registered</u> Pay As You Go <sup>3</sup>	✓	Court order only	✓	Court order only	✓	N/A	N/A
<u>Unregistered</u> Pay As You Go	Court order only	Court order only	Court order only	Court order only	Court order only	N/A	N/A

<sup>1</sup> We're able to supply you with the date and time of calls that you've made and texts that you've sent.

<sup>2</sup> We don't record all calls made to and from our contact centre.

<sup>3</sup> We'll only be able to supply you with information from the date you registered your phone.

### Other ways to get information:

- If you just want copies of your bill, you can view/download these on your My3 account. Please visit [www.three.co.uk](http://www.three.co.uk)
- You can find details of your contract's terms through the terms link on [www.three.co.uk](http://www.three.co.uk).
- If you want details of the contract you're on, or your contract start dates, please contact our customer services department on 333.

### Applying on behalf of someone else:

If you're applying on behalf of someone else, please enter their details below – **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.

### Requesting call recordings made by an authorised individual about your account:

We require written consent from the individual before we can release any call recordings as well as **proof of their identity.**

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Your details	
Full name	
Address and postcode	
Email address	
Three mobile and account number(s)	

What information do you want		
I want information from:	Start date:	
	End date:	
List of outgoing calls and texts		
Account notes (including web chats and correspondence)		
Copies of call recordings with Three customer services ( <b>please provide details below</b> )		
Other information required or further details of information you want:		
I've provided proofs of identity and address (e.g. a photocopy of your photo driver's license/passport)		

Declaration			
I can confirm that information supplied on this form is true and that I am the data subject or have been authorised to act on their behalf.			
Signed		Date	

Returning this form	
Please email of post this form and evidence of identity to:	
By email	<a href="mailto:Three.DataProtection@Vodafonethree.com">Three.DataProtection@Vodafonethree.com</a>