

## **Subject Access Request Guidance**

**Please read before filling in the Subject Access Request Form**

### **Which sections should I complete?**

**Sections 1, 2, 3, and 4** should be completed for all applications.

**Sections 5, 6, 7 and 8 (Representative Details and Authority to Release Information to a Representative)** should only be completed if the application is being made by a representative (i.e. someone other than the data subject themselves, including the guardian of a child under 16 years old).

**Section 3 (Proof of the applicant's identity)** - If you do not have any of the forms of identity listed, we may in exceptional circumstances accept alternatives for consideration.

This form is designed to assist the process of making a subject access and, as a consequence, may speed the process up; but it is not mandatory, all subject access requests made in other formats will also be processed.

### **What information will help with the processing of my subject access request?**

Identification of relevant records will be easier if you can provide any references issued by Abellio UK Bus (*Abellio London Ltd, Abellio West London Ltd and Abellio Surrey Ltd*).

If you cannot provide us with satisfactory proof of identity, your application will be rejected.

### **What information does Abellio UK Bus hold?**

Abellio UK Bus holds information relevant to the conduct of its business which will include, but not be restricted to, staff administration, sale of rail tickets, advertising, marketing, public relations, financial records, crime prevention and research. However, some data may have been reviewed and destroyed where appropriate in accordance with our information retention policies.

Abellio UK Bus is also the 'data controller' for certain information held by other bodies which are contracted by Abellio UK Bus in connection with the functions of the business.

### **How long will it take to get my data?**

Once we are satisfied that you meet the criteria for disclosure of data under the GDPR, and have provided sufficient information, you should receive a response within one month from the date that we accept your application for processing.

Records may be held in several different locations in paper and electronic formats. If you only require specific information and you clearly state what that is – for example a specific document or IT-only data – then you are likely to get a quicker disclosure.

The form includes a section for giving details if you need a disclosure by a certain date. No guarantee can be given that a disclosure will be completed by that date but we will endeavour to comply with reasonable requests for expedited action.

## General Notes

1. We will not acknowledge your application in writing but we will provide you with a reference number when we write to you.
2. When we process information requests for children aged 16 or over and spouses, we require their signature of authority before disclosing data. A separate application form should be completed for each individual. Sections 5, 6 and 7 should be completed by a parent/guardian for a child under 16.
3. [We do not provide access to personal data via a secure self-service system, therefore all requests for access to personal data must be submitted using the procedures outlined in this document.
4. We will not disclose information by fax or telephone. Disclosure by post is usually made by first class post to the address you provide in section 1 or, if appropriate, to your representative named in section 5.
5. We will make every reasonable effort to respond to electronically received requests in a commonly used electronic format, however where this is not possible (e.g. CCTV imagery) we reserve the right to provide the data in another format.

## Checklist

- Have you completed all relevant sections of the form?
- If you are a representative, has your client signed the authority in Section 7 or provided a separate signed note of authority?
- Have you signed the form at Section 4?
- If you are signing as a parent or guardian of a child under 16, have you provided a photocopy of their full birth certificate and proof of your parental responsibility?
- Have you enclosed two pieces of identification from the lists in Section 2 (one from each of A and B)?
- Have you provided as much information as possible to enable us to find the data you require?

**Please send your completed form and proof of identity to:**

Information Requests  
Customer Care  
Abellio UK Bus  
301 Camberwell New Road  
London SE5 0TF

# ABELLIO BUS

## Subject Access Request Form

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) provides you ('the Data Subject') with the right to receive a copy of the personal data we hold about you.

This form is used to confirm your identity and to assist us in locating your personal data. An administration fee maybe charged if the data request is unfounded, excessive or repetitive.

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

Your request will be processed within one month of receipt by us of such information we may reasonably require to satisfy ourselves as to your identity and to locate the information sought.

If you need any help completing this form, please contact Information Requests.

### Section 1 - Applicant Details

Title (please tick one):	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Title (please state):
Forename(s):	
Family Name:	
Previous Family Name:	
Other name(s) known by:	
Date of Birth:	
Current or Previous Employee of Abellio Bus UK?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Current Address:	
Postcode	
Daytime Telephone No:	
Email Address:	
Previous Address:	

Postcode:	

**Section 2 - Proof of the applicant’s identity**

In order to prove the applicant’s identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying.

**Please DO NOT send an original passport, driving licence or identity card**

**List A (photocopy of one from below)**

**List B (plus one original from below) \***

Passport/Travel Document	<input type="checkbox"/>	Utility bill showing current home address	<input type="checkbox"/>
Photo driving licence	<input type="checkbox"/>	Bank statement or Building Society Book	<input type="checkbox"/>
Foreign National Identity Card	<input type="checkbox"/>		<input type="checkbox"/>
Child under 16 : Full birth certificate	<input type="checkbox"/>		<input type="checkbox"/>

\* Any original documents you send to us will be returned by first class post.

**Section 3 - Details of Information Required**

Please use this space to give us any details about the information you are requesting, for example by stating the dates of travel, route, or station. (Use extra sheets if necessary):


**Section 4 - Declaration**

The information which I have supplied in this application is correct, and I am the person to whom it relates or a representative acting on his/her behalf. I understand that [THE COMPANY] may need to obtain further information from me/my representative in order to comply with this request.

Signature of Applicant:	Date:
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**Section 5 – Representative Details**

([THE COMPANY] will reply to the address you provide in this section)

Name of Representative:	
Company Name:	
Address & Postcode:	
Daytime Telephone No:	
Email Address:	

**Section 6 – Proof of the Representative’s identity**

Please provide copies of two pieces of identification, one from list A and one from list B below and indicate which ones you are supplying.

**Please DO NOT send an original passport, driving licence or identity card**

**List A (photocopy of one from below)**

**List B (plus one original from below)**

Passport/Travel Document	<input type="checkbox"/>	Utility bill showing current home address	<input type="checkbox"/>
Photo driving licence	<input type="checkbox"/>	Bank statement or Building Society Book	<input type="checkbox"/>
Foreign National Identity Card	<input type="checkbox"/>		<input type="checkbox"/>

**Section 7 – Authority to release information to a Representative**

A representative needs to obtain authority from the applicant before personal data can be released. The representative should obtain the applicant’s signature below, or provide a separate note of authority.

This must be an original signature, not a photocopy (tip: using blue ink often helps verification).

If the applicant is signing as the guardian of a child under 16, proof of legal guardianship must also be provided.

I hereby give my authority for the representative named in Section 1 of this form to make a Subject Access Request on my behalf under the GDPR 2016/679	
Signature of Applicant:	Date:
Signature of Representative:	Date:

**Section 8 – Timescale**

If you have specific reasons for requiring data by a specific date please give details below:

(a) Date required:
(b) Reason (please state and supply supporting evidence):

# ABELLIO BUS

## Request Form Law Enforcement Agencies

Request for information

### Section 1 - Applicant's details

Title (please tick one):	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Title (please state):
Forename(s):	
Surname:	
Job or rank	
Organisation	
Address:	
Postcode	
Daytime Telephone No:	
Email Address:	
Other relevant information:	

### Section 2 - Person about whom information is sought

Title (please tick one):	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Title (please state):
Forename(s):	
Surname:	
Other relevant information	



### Section 3 - Nature of enquiry

Please state details of the (criminal) investigation or proceedings to which this request relates.

### Section 4 - Information requested

### Section 5 - Basis of request

Please confirm under what rule of law or court order this request is being made (provide a copy):

If you are not using formal information powers to request information, please explain why:

If appropriate, please confirm under what section of the GDPR 2016/679 this request is being made:

Please give brief details to show that:

The requested information cannot be obtained by other means or from other sources  
The requested information will be of substantial value to the investigation or proceedings  
Lack of access to the requested information will prejudice the investigation or proceedings

**Formal declaration**

**Authorising Officer details (where applicable)**

Signature of Applicant:	Date:
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Send the completed form to:

Information Requests  
Customer Care  
Abellio UK Bus  
301 Camberwell New Road  
London SE5 0TF