

Data Subject Request Form – The Validium Group Limited

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Your Data Subject Rights:

Under GDPR¹, you have a right to access personal information that The Validium Group Limited (Validium hereafter) has collected and stored on you during the provision of services by Validium. This allows you to view the data stored, correct any inaccuracies and to request the erasure of information. However, there may be certain circumstances where Validium may refuse specific requests, e.g. where complying with the request poses risk to the Data Subject.

If Validium does refuse to comply with a request, Validium will explain the reason(s) for this in writing. You will have the right to complain to the ICO (Information Commissioners Office) if you feel this decision is unjustified.

Making a Request:

If you wish to make a Data Subject Request, please complete this form carefully and follow the instructions regarding the provision of proof of your identity and details of how to return the completed form to Validium. The purpose of this form is to ensure that Validium receives clear instructions on the specifics of your request and so that Validium can validate your identity. You are not obligated to use this form, but if you do not, please ensure that all necessary information within this form is provided to Validium along with proof of your identification.

To protect the data that is stored, Validium will not be able to facilitate any request where the identity of the Data Subject, or an authorised representative on behalf of the Data Subject, cannot be adequately verified.

Once you have returned the completed form (or provided all relevant information), along with the required copies of identification documents, Validium will review the request and verify your identity. Validium does not retain any copies of your identification documents. As soon as your identity has been validated, these documents are destroyed/erased.

¹ General Data Protection Regulation, 2018

If all documents are in order, Validium will commence an investigation to locate the data in question. GDPR legislation allows 30 days for Validium to comply with the request so you can expect a reply within this timeframe in respect of your DSR.

Should a DSR contain multiple requests or be particularly complex, then Validium has the right to extend this timeframe by a further 60 days (90 days total). If this is the case, it will likely be established at the beginning of the investigation and you will be notified as soon as possible within the first 30 days.

Fees:

You will not usually need to pay a fee to make a request regarding your personal data. However, if in the view of Validium, your request(s) is/are unfounded or excessive, Validium is permitted to charge a reasonable fee for complying with your request. Alternatively, Validium may refuse the request altogether.

Data Privacy:

Validium's default data retention periods are 42 days for voice recordings, which are used solely for training and monitoring purposes at Validium. For all other data it is 3 years from the last date of service use by the Data Subject. Where a Data Subject has not used Validium's services for over 3 years all personal data relating to them will be deleted.

Please note, that the completed DSR form will be retained in line with Validium's Privacy Policy (excluding identification documents, which are destroyed/erased as soon as identification has been validated).

For full details of your rights as a Data Subject please see our Privacy Policy at www.validium.com/Privacy

Instructions for Completing This Form:

Please complete this document, before scanning and emailing to Validium, along with proof of identification, or posting hard copies if email is not possible.

Sections 1, 2, 3, 6 and 7 should be completed for all applications.

Sections 4 and 5 (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 person the data being requested is about).

Any queries on completing this form please email compliance@validium.com or call on 01494 685 262.

Section 1 – Details of the Data Subject

Case Reference Number (if known):	
Name of Company (you were with at the time of engaging with Validium's services)	
Title (please tick one):	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms Other <input type="checkbox"/> (please state).....
First Name:	
Family Name:	
Date of Birth (dd/mm/yyyy):	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female

Home Address:	
Postcode:	
Telephone number:	
Email address:	

Section 2 – Proof of Data Subject Identification

Validium ask for proof of identification to maintain the security of the information we hold. This will help to ensure that we do not release personal information to anybody unless we have permission to do so.

If you are the Data Subject and are completing this form, requesting action on your own personal data then please provide proof of your own identity. However, if you are completing this form on behalf of someone you are representing then please provide identity documents for the Data Subject.

Please note that we will accept a copy or scan of your identification document(s) i.e. **passport, or driving licence, or birth certificate (or certificated copy) or at least two official letters or pieces of correspondence such as from a utility company dated within the last six months.** Please **do NOT** send original copies of identification documents.

Please state below what evidence you have enclosed/attached a copy of:

Birth Certificate	<input type="checkbox"/>	Passport	<input type="checkbox"/>
Driving Licence	<input type="checkbox"/>	Two Official Letters	<input type="checkbox"/>
Other form of identification:			

Section 3 – Are you the Data Subject?

<input type="checkbox"/> Yes If you are the Data Subject, please go to Section 6	<input type="checkbox"/> No If you are acting on behalf of the Data Subject, please go to Section 4
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Section 4 – Details of the Authorised Representative

If you are requesting information on behalf of someone else, we need some further information from you as we need to confirm that you are legally authorised to obtain this information.

Name of Representative:	
Company Name (where applicable):	
Please provide your postal address or email address to allow us to contact you in relation to this request:	
Relationship to Data Subject:	

Section 5 – Authority to Release Information to a Representative

A Representative must obtain authority from the Data Subject, or hold a legal power, such as a power of attorney to act on the applicant's behalf before personal data can be released to them.

The Representative should provide proof of their legal power, **or** obtain the Data Subject's signature below, **or** provide a separate note of authority.

I hereby give my authority for the representative named in Section 4 of this form to make a Subject Access Request on my behalf.	
Signature of Data Subject:	Date:
Signature of Representative:	Date:

We can also accept copies of letters or official forms addressed to you on behalf of the data subject as proof of your authority to obtain the Data Subject's personal data. We will contact you again if we need further proof of authority.

Section 6 – Clarifying your Request

a) Please tick one of the boxes to select the type of request you are making:

Erasure Request: (You wish for Validium to delete data we store)	<input type="checkbox"/>
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Right to Rectification: (You wish to alter/update data Validium store e.g. updating an email address)	<input type="checkbox"/>
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Subject Access Request: (You wish for Validium to send you, or someone else, a copy of data we store e.g. case notes)	<input type="checkbox"/>
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Only complete the following details if you are making a Subject Access Request, otherwise proceed to section b.

Desired form of data:	Electronic (via email) <input type="checkbox"/>	Hard copy (paper, via post) <input type="checkbox"/>
(For hard copy only) Name and Address of where we should send the data		
Other 3 rd Party – please give full contact details as well as email address or sending address		

b) Please clarify the data you are enquiring about with as much detail as possible to enable us to locate all of the data in question. This includes which data you are interested in, times/dates, type of data, location of data etc. (if known). ***If this is a rectification request***, please provide the data you wish to alter, along with the correction you would like to make.

- c) Please provide the reason(s) for your request and any other details you think may be helpful for Validium in complying with this request.

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Section 7 – Declaration

Please read the following declaration carefully and then sign and date it. Please note that any attempt to mislead may result in prosecution.

I, certify that the information provided on this form is correct, and that I am the person to whom it relates or an authorised Representative acting on his/her behalf. I understand that it is necessary for Validium to confirm my/the Data Subject's identity and that it may be necessary for all or part of this information to be used in the search relating to my Data Subject Request.

I understand that Validium reserves the right to request more details from me in order to be able to clarify the request and locate the correct information.

Signature:

Date:

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Reminder - Once complete, please send this form and copies of proof of identity to:

Email: Compliance@Validium.com with the subject 'Data Subject Request'