



## Information required

If you require specific information please let us know by ticking the relevant boxes below:

Transaction history (copy bank statements can be requested via your branch/telephone banking)

Loan documentation

Mortgage documentation

Correspondence

Information held on our marketing database

Complaint file

If you are looking for any other personal information or information relating to a specific period in time, please supply full details of the information you require and the range of dates you would like us to search:

If you wish to receive a copy of everything you are entitled to please tick here

## Declaration

The information that I have supplied in this form is correct and true. I understand that TSB may need to contact me for more information to confirm my/the data subject(s) identity and respond to my request.

Signature:

Signature:

Date:

Date:

## TSB office use only

Date application received:

Identity checked:

Acknowledgement sent:

3rd party authority checked:

TSB Ref:

One month date:

Send to TSB Bank plc, Data Rights Team, Ariel House, 2138 Coventry Road, Sheldon, Birmingham B26 3JW.

## Guide to Making a Data Subject Access Request

Under UK Data Protection Law you have (subject to certain exemptions) the right to get a copy of the personal information that is held about you from any organisation processing your data. This Law calls these organisations 'data controllers'. TSB Bank plc is a data controller.

Not all personal information is covered however and there are 'exemptions' within the Law which may mean that certain personal data is not available to you under the right of subject access.

Before locating any information we hold about you, we may need to identify you. Once we have done that, we will issue you with a full response within a month. There is no requirement to complete this form to make a valid request, however, it has been designed to capture the information we may reasonably require to process your request effectively, however, we may contact you by telephone or letter if we need additional information.

If you hold a combination of sole and joint accounts and want to see the information held across all accounts, a separate request and form should be submitted for each party. Examples:

1. Mr and Mrs A want to see the information held in their joint account. Both parties can complete and sign the request form and submit it. One copy of the information held about them in their joint account will be issued for the attention of both parties.
2. Mr and Mrs B have a joint account and they also both have accounts in their own name. They want to see all of the information that the bank holds for them. Mr and Mrs B should each complete separate request forms. In this instance we may contact Mr and Mrs B to ask if we can provide copies of the information held in the joint account to one party only to avoid duplication.

If you require us to provide telephone call recordings please note, due to the way our systems work in order to retrieve calls we need specific information relating to the calls. For any calls you require please provide the date and approximate time of the call, the TSB telephone number or department you called and if known the Agent's name and the telephone number you made the call from. Please note not all telephone calls are recorded.

Telephone call recordings will not be provided as standard only if specifically requested.

Additional identity checks are required before we can provide you with CCTV footage and a separate form will be issued to you where this is part of your request.

For details on how your personal information is used by TSB please see our Data Privacy Notice which can be found on our website at [tsb.co.uk/privacy](https://tsb.co.uk/privacy)

TSB may be able to supply copies of some information to you outside of the Data Subject Access Request process so please do not hesitate to speak to a member of staff either in your local branch or telephone **0345 975 8758** for more guidance.

All requests should be sent to: **TSB Bank plc, Data Rights Team, Ariel House, 2138 Coventry Road, Sheldon, Birmingham, B26 3JW.**