

# Subject Access Request Guidance

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

In order to help us identify and locate your personal data, please be as specific as possible when describing both the information you believe may exist and its possible sources. Making a request such as 'I require all information that RATP Dev London holds about me' will in most circumstances, mean that we are unable to provide you with your personal information. Data protection legislation allows us to ask you for further clarification where appropriate; and we will not be able to begin processing your request until that clarification has been provided.

### 1. What I must complete

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

**Sections 5 to 9 (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. However, you should know that if you cannot provide us with satisfactory proof of identity, your application will be rejected.

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.

### 2. 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 RATP Dev London (*London United Busways Ltd, London Sovereign Ltd and Quality Line Transport Limited*).

- What you are requesting (this may include a description of the purpose for which your personal information is being processed by us, the format it is held in, etc);
- Who may hold the information (ie a business area, a garage, a service provider or individual employee);
- The approximate dates between which relevant material was created (eg between 10 June and 5 August 2020).
- A specific document: If you think your personal information may appear in a specific document (or set of documents), please provide as much information as you can about its subject matter of and who created it; as well as the date of creation of each document and its format (eg a paper copy, a Word document saved on a shared drive, on a CD Rom, or CCTV footage etc).
- Requesting CCTV footage: If you think your personal information may appear in footage captured by our CCTV cameras, please provide as much information as you can about:
  - The relevant date, location and approximate time;
  - A description of what is happening in the footage;
  - A detailed description of what you were wearing/carrying at the time;
  - A recent full-length colour photograph of you.
  - Please note: CCTV footage is normally retained for a maximum of 14 days.

### 3. What information does RATP Dev London hold?

RATP Dev London holds information relevant to the conduct of its business which will include, but not be restricted to, staff administration, 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.

### 4. How long will it take to get my data?

Once we are satisfied that you meet the criteria for disclosure of data under the UK Data Protection Act 2018 (as amended), 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.

### 5. 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 footage) we reserve the right to provide the data in another format.

# Subject Access Request Form

## Section 1 - Applicant details

Title:	Mr Mrs Miss Ms Title (please state):
Forename(s):	
Family Name	
Previous Family Name:	
Other name(s) known by:	
Date of Birth	
Current or Previous Employee of RATP DEV LONDON	Yes No Don't know
Current Address:	
Postcode:	
Daytime Telephone No	
Email address:	
Previous address	

## 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"/>	
Child under 16 : Full birth certificate <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 (Individual applicant)

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.

I understand that it may be necessary for me to provide additional information in order for [THE COMPANY] to confirm my identity (or that of the data subject) and/or locate relevant personal information. The statutory response period of one month specified in data protection legislation will not commence until [THE COMPANY] is satisfied in this regard and has received any additional information it has requested in order to process this request.

Signature:	Date:
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### 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?

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Please send your completed form and proof of identity to:

### London United Busways Limited

for **RATP Dev London**

Garrick House  
Stamford Brook Garage  
74 Chiswick High Road  
London W4 1SY, England.

Attn: Data Protection Officer.

Email: [gdpr\\_ratpdevuk@ratpdev.com](mailto:gdpr_ratpdevuk@ratpdev.com)

## 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"/>	
Child under 16 : Full birth certificate <input type="checkbox"/>	

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

## 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):

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Please send your completed form and proof of identity to:

**London United Busways Limited**

for **RATP Dev London**

Garrick House

Stamford Brook Garage

74 Chiswick High Road

London W4 1SY, England.

**Attn: Data Protection Officer.**

**Email: [gdp\\_ratpdevuk@ratpdev.com](mailto:gdp_ratpdevuk@ratpdev.com)**

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# Request Form for Law Enforcement Agencies

## Request for information

### Section 1 - Applicant's details

Title:	Mr Mrs Miss Ms Title (please state):
Surname:	
Job or rank	
Organisation	
Address:	
Postcode	
Daytime Telephone No:	
Email Address:	
Daytime Telephone No	
Email address:	
Other relevant information:	

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

Title (please tick one):	Mr Mrs Miss Ms 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 Request

## Section 5 – Basis for the 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*

## Section 6 – Formal declaration Authorising Officer details (where applicable)

Signature	Date:
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Please send your completed form and proof of identity to:

### London United Busways Limited

for **RATP Dev London**

Garrick House

Stamford Brook Garage

74 Chiswick High Road

London W4 1SY, England.

**Attn: Data Protection Officer.**

**Email: [gdp\\_ratpdevuk@ratpdev.com](mailto:gdp_ratpdevuk@ratpdev.com)**

End / Last updated: 11.03.2021

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