

## Subject Access Request Form

Submitted under the terms of the UK General Data Protection Regulation  
& the Data Protection Act 2018

Are you a member or former member of staff? Yes/No

### 1. Details of the person requesting the information.

Full name

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Address

.....

.....

Telephone number .....

Fax Number .....

Email .....

### 2. Are you the Data Subject?

Yes If you are the Data Subject, please supply evidence of your identity; i.e. a photocopy of your driving licence, birth certificate, passport OR a recent utilities bill (original, not copy) MUST be supplied with this Request Form (Please go to question 5).

No Are you acting on behalf of the Data Subject? If so, the Data Subject MUST sign the declaration overleaf and evidence of the Data Subject's identity (i.e. photocopy of their driving licence, birth certificate, passport, OR a recent utilities bill (original, not copy)) MUST be supplied with this Request Form.

### 3. Details of the Data Subject (if different to 1.)

Full name

.....

Address

.....

.....

Telephone number .....

Fax Number .....

Email .....

4. **Please describe your relationship with the Data Subject that leads you to make this request for information on their behalf.**

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5. **If you wish to see only certain specific document(s) or data, for example, a specific NI Water file, please describe below:**

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- (1) Personal data processed if you have made an official complaint about; e.g. standard of service, connections, etc.
- (2) If phone conversation search wanted, please specify date(s) time(s), customer reference and phone no. (Please note - call recordings are held for training purposes for three months and therefore may not be available at the time of your request.)

**Declaration**

I, ....., certify that the information given on this application form to Northern Ireland Water Ltd. is true. I understand that it is necessary for NI Water to confirm my/Data Subject's identity and it may be necessary to obtain more detailed information in order to locate the correct information.

Signed (by Data Subject) .....

Date .....

Please return the completed form to [imu@niwater.com](mailto:imu@niwater.com) or via post to NI Water, Customer Service Centre, PO Box 2376, Belfast, BT13 3DX.

Documents which must accompany this application are:

- a) evidence of your identity (See 2.)
- b) evidence of the Data Subject's identity (if different from above)
- c) evidence of Data Subject's consent to disclose to a third party (if required as indicated above).

d) stamped addressed envelope for return of proof of identity/authority documents, where appropriate

Please note that NI Water reserves the right to redact or withhold information that relates to third parties (under the terms of the UK General Data Protection Regulation & the Data Protection Act 2018).

Office use only  
Request received:  
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Date completed:  
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Notes  
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Notes

<p>The UK General Data Protection Regulation/Data Protection Act 2018 (UK GDPR/DPA) provides living individuals (referred to in this form as Data Subjects) with the right of access to personal data relating to them that is held in electronic format and/or manual records.</p> <p>Any individual, or third party acting with the written consent of the Data Subject, who wishes to obtain the personal data NI Water holds about them should apply using this form.</p> <p>These notes explain what we need from you to help us find the information you need. We need to be assured of an individual's identity before data is released. Providing the information requested and the necessary documents will help us to do this.</p>	<p>Calls to NI Water's Customer Service Centre are recorded for training purposes, but are not held indefinitely. NI Water will only be able to find the recording if you provide the information listed and if it is still held.</p> <p>This form is used to confirm your identity and to assist us in locating your personal data. The UK GDPR/DPA specifies that subject access should be free of charge. As such, no fee applies.</p> <p>This form is also to confirm the identity and authority of someone making the request on behalf of the Data Subject.</p> <p>Your request will be processed within one month of receipt. You can view NI Water's Privacy Notice at <a href="http://www.niwater.com/privacy/">www.niwater.com/privacy/</a>.</p>
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