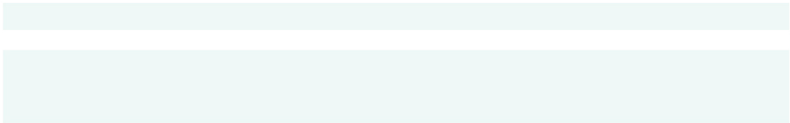


Freehold Managers PLC

Subject Access Request Policy



Right of Access

Under Data Protection Laws, you are entitled to obtain a copy of any personal data that we may hold about you and confirmation as to how and why we are processing your personal data. To obtain a copy of this information, you have a right to make a Subject Access Request (SAR).

For us to verify that you are entitled to this information, we kindly request that you complete and sign the Subject Access Request Form below and supply us with suitable forms of identification. Where we do not receive sufficient proof of identification, we may be unable to respond to the request.

The information contained within this form will be used only for the purposes of identifying the personal data you are requesting, and to enable us to respond to this request.

We will accept a SAR made verbally or by e-mail or letter as long as we are able to verify the identity of the person making the SAR. Whilst our SAR Form is therefore not compulsory, it can help to avoid delays and ensures that we understand precisely what information and confirmations you are hoping to obtain from us.

We will not share the information contained in our SAR Form with any third party, and all forms are permanently destroyed once we have responded to the SAR. We will retain only a record of the SAR itself.

Proof of Identity

To ensure that we release data to the right person, we must obtain proof of your identity and of your address.

Please supply us with a copy (**do not send original documents**) of one form of Identification, and one form of Proof of Address;

Identification *(must be valid)*

1. Passport
2. Photo driving licence
3. National identity card
4. Birth certificate

Proof of Address *(must be no more than 1 year old)*

1. Utility bill
2. Bank statement
3. Credit card statement
4. Current TV licence
5. Council tax bill
6. HMRC tax document

Please do not send original documents.

If you are making an application on behalf of someone else, you will need to supply proof of your own identity and address as well as proof of the data subject's identity and address.

We reserve the right to refuse to grant your request unless satisfactory forms of Identification and Proof of Address are provided.

Our Response to your SAR

We will respond to all SAR's within one month. Wherever possible, we will supply this information electronically, so it is important that you provide us with a valid e-mail address when making your request.

For your own security and as recommended by the governing authorities, we will provide information to you via our secure online Tenant Portal so that you can readily access this at your convenience.

If you do not already have an online account, you can register one on our website free of charge using a valid e-mail address and your 11-digit property reference number.

Any information we provide will be concise, transparent and easy to understand and we will not amend or destroy any of your personal data before responding to your SAR.

If any of the information we hold about you also contains personal information about other individuals, we may redact such information if we deem it necessary to protect their rights.

FREEHOLD
MANAGERS PLC

Subject Access Request Form

Section A. Details of the person making the Subject Access Request.

Full Name:	
Address:	
Property Reference:	
E-mail address:	

Section B. Are you the data subject?

Please tick the appropriate box and follow the instructions noted.

☐	YES: I am the data subject. Please go to Section D.
☐	NO: I am acting on behalf of the data subject. Please go to Section C.

Section C. Details of the data subject

Please only complete this section if you are acting on behalf of the Data Subject.

Full Name:	
Address:	
Property Reference:	
E-mail address:	

Section D. What personal information would you like to obtain?

Please describe in sufficient detail the information you are seeking to access. Please provide any relevant details you think will help us to identify the information you require.



Please note; if the information you request contains personal data about another person, we reserve the right to redact or remove that information to protect the rights of that person.

We will make every reasonable effort to provide the information you have requested. If we do not have the information or if the request is manifestly unfounded or excessive, we will communicate and provide information about your further rights.

If we have previously supplied the same information to you, we reserve the right to charge a reasonable fee, based on the administrative costs we incur as a result. Where we do wish to seek a fee, this will be communicated to you within one month.

Section E. Signed Declaration

I confirm that I have read and understood this Subject Access Request Form and certify that the information given in this form is true and accurate.

I understand that Freehold Managers PLC must take reasonable steps to verify identity and address before providing the personal data.

I enclose a copy of my Proof of Identity and Address.

If applicable, I enclose authorisation from the data subject to act on their behalf, along with appropriate Proof of Identity and Address of the data subject.

Signed..... **Date**.....

Please return this completed form to:

privacy@fmplc.co.uk

or

Privacy Team
Freehold Managers PLC
Butler's Wharf Building
36 Shad Thames
London
SE1 2YE