

Quick Note (***DON'T SEND THIS PAGE***)

This letter invokes your right to receive data which is held about you from your bank - "The Data Controller"

- The request is not valid until it is properly received at the bank and is accompanied by the maximum statutory payment of £10.
- You should ensure that the bank has all the information about you which it needs to identify you in its records and also to be satisfied that it is you who is requesting the data disclosure.
- If the request is incomplete in any way then the bank has a valid reason for not complying.
- The bank has 40 days in which to comply with your request. You would be well advised to follow the request up with regular chasers - by telephone if possible but also by letter - especially if you have not received any acknowledgement of your request. Keep a diary of all calls and copies of all letters. You are urged to record telephone conversations if possible.
- When your data arrives, if you consider that it is incomplete then complain immediately to the bank and tell them that the 40 days is still running.
- Some people have received their data inadequately packaged or is damaged and in some cases it is clear that some data has fallen out of the package. If this is the case, then you should photograph the package before you open it, then try to assess what may be missing. Send an immediate letter of complaint to the bank together with some of the photos. You may also feel that your security has been compromised by the bank. In this case you should contact your branch immediately and insist on new account numbers, cards etc.
- If the bank fails to supply you with your data then you should complain to the bank. Give them 7 days to comply and tell them that you will begin a complaint to the Information Commissioner and also that you will begin a County Court action under the Data Protection Act.

If the bank does not respond to your 7 day warning then begin your complaint and start your action.

[their address]
[DATE]

[your address]

**RE: Data Protection Act 1998
Subject Access Request**

Dear Sir/Madam

ACCOUNT NUMBER: xxxxxxxxx
Sort Code: xx-xx-xx

Please supply me with a complete list of transactions and charges relating to my bank account since **[UP TO 6 YEARS BACK]**. Alternatively, a complete set of bank statements for that period will be acceptable.

Additionally, where there has been any event in my account history over this period which has required manual intervention by any member of your staff, or any other person, I require disclosure of any indication or notes which have either caused or resulted in that manual intervention, or other evidence of that manual intervention in relation to my banking business with you.

If you are unable to supply this data because there has been no such manual intervention, then please be so kind as to confirm this in your response.

I enclose the statutory maximum fee of £10. You have 40 days in which to comply. Furthermore, if I discover that you have levied disproportionate penalties against me, then I shall be reclaiming them, and also reclaiming the enclosed £10 DPA subject access request fee.

If there is specific information which you require in order to satisfy yourself as to my identity, please let me know by return. However, please note that the above address is the one which you normally use to communicate my private business to me and which you have hitherto found to be acceptable.

I would be happy to collect the Data from my local branch.

Yours faithfully,

[name]