

Data Protection

Subject Rights Request Form

Data Protection Law (DPL) gives people certain rights, for example being able to request copies of their Personal Data held about them by an organization, by making a Subject Access Request. This form can be used to exercise any of the subject rights listed below under the GDPR.

We recommend you complete this form if you are making a request about personal data held about you by Southeastern. It contains guidance on the information required to:

- Confirm your identity and entitlement to the request.
- Find any data held about you and action the request

The Guidance Notes below, will help you see if the rights apply. Further information can be found at <https://ico.org.uk/>

You can find out more about how and why we use your personal data in our Privacy Notice

Guidance Notes.

Subject Access rights allow a person to see Personal Data about themselves.

Is the information you want about yourself?

The DPA allows you to request personally identifiable data about yourself as a “living individual”. Please read our Privacy Notice for information about the types of data we collect

Is the Information you want about another person?

DPL **does not** allow you to see the personal data of other people. If you are requesting information about another person, you will need verifiable proof that you are acting on their behalf. Please note this applies to children age 13 years or over.

Please tick which subject right request you are making.

1. Subject Access

You want copies of the personal data we hold about you (or other information about our use of your personal data)

2. Erasure (Right to be forgotten)

You want us to delete the personal data we hold about you. (this only applies in some circumstances)

3. Objection

You object to us using your personal data (this only applies in some circumstances)

4. Rectification

You believe we hold inaccurate about you and want us to correct it

5. Restriction

You want us to temporarily stop using your personal data (this only applies in some circumstances)

6. Portability

The personal data is used because you have consented or because we have a contract with each other and you want copies in a machine -readable format

7. Withdrawal of Consent

We rely on consent to use your personal data and you wish to withdraw your consent. (Where we use your personal data because we have a contract with each other, we rely on the contractual

CCTV Requests Please Read the Guidance Notes Below for Requests relating to CCTV.

1. CCTV footage of property, left at a station, or on a train?

We are unable to release CCTV of other people, who may have picked up property left behind. Please use the Lost

Property process, or if you believe a crime has been committed, report it to the British Transport Police.
2. CCTV of damage to <u>your</u> vehicle, to support an Insurance Claim? Please ask your insurer to contact us on information-rights@southeasternrailway.co.uk . Your insurer will need to complete a request for 3 rd party data form and as a minimum with the station name, location of your vehicle, date and time of incident and the Vehicle VRN, make model and colour.
3. Request for Personal / CCTV by Law Enforcement or other bodies with statutory powers. Please provide a Request for Personal Data form to information-rights@southeasternrailway.co.uk

Section 1 Contact Details of Requester	
Name	
Address	
Postcode	
Telephone Number	
Email address	
Additional Contact Details If you may have been known to us by a different name, address, or email address please provide these details together with the dates to which they may apply below:	

Are you the Data Subject? Please tick as appropriate. The Data Subject is the person whose Personal Data is being requested.		YES	☐	NO	☐
1.	Data Subject Identification Southeastern can only release data, if we are satisfied that you are entitled to that information. If we are unable to verify your identity via the channels and information used to make your request, then we may ask for additional information such as: ▪ Identification. Driving License, Birth Certificate, Passport ID, or Medical Card ▪ Proof of Address. Please provide a copy of a recent utility bill, or similar, dated within the last 3 months. CCTV If you are requesting CCTV footage of yourself, we need a written description of you and if you have not already provided photo ID, a recent photograph of yourself. If YES, Please go straight to section 4 of this form.				
Are you acting on behalf of the Data Subject? Please tick as appropriate. To act on behalf of the Data Subject you must either have their express permission, or appropriate legal authority, evidenced in writing?		YES	☐	NO	☐

2.	IF YES Please Provide: ▪ Proof of the Data Subject's identity, as described above AND ▪ A letter, signed by the Data Subject authorizing you to act on their behalf OR ▪ Evidence of formal legal authority, such as a power of attorney. Please ensure you also complete Sections 2 and 3 of this form IF NO Subject Access Rights do not apply.
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Section 2 Contact Details of Data Subject (if different to those of the Requester in Section 1 above)	
Name	
Address	
Postcode	
Telephone Number	
Email address	

Section 3 Helping us to find your information
DPL allows Southeastern to request that you provide the information needed to process your application. Please try to specify in the section below, the nature of the information you require. If you are requesting CCTV, please specify the location, date and time of the footage as accurately as possible.

Section 4 Declaration
I certify that the information given on this application form is true and accurate. I understand that making an application for information I am not entitled to may be an offence under the Data Protection Law. I understand that it may be necessary for me to provide additional information in order for Southeastern to confirm my identity (or that of the Data Subject) and/or locate relevant personal information and deal with the request. I understand that the initial statutory response period of 30 calendar days specified in Data Protection Law, will

not commence until Southeastern is satisfied of my entitlement.

Signature

Print Name

Date

Section 5 Submitting your request

Once complete, please ensure that a signed copy of this form is sent either:

In a sealed envelope, marked private and confidential to:

Data Protection Manager,
4 More London Riverside
London SE1 2AU

Or by email to Privacy@southeasternrailway.co.uk

Checklist

Please make sure you include the fee and information required to support your request. Our response to you may be delayed if the fee or supporting information is missing

1.	Data Subjects Proof of Identification	
2.	Data Subjects Proof of Address	
3.	Photo ID	for CCTV Images of the Data Subject
4.	Evidence of Authority to Act on Behalf of the Data Subject	

Fee

Subject Rights Requests are usually free.

In limited circumstances we may indicate a charge is payable if we feel the request is manifestly unfounded or excessive.

Section 6 Disclaimer

Any personal data provided by Southeastern in response to your Subject Rights Request by Southeastern becomes your responsibility once received. Southeastern strongly recommends that you keep this information securely and when you no longer need it, ensure it is permanently destroyed.