

Freeway UK Insurance
Services use only:

Ref. No: SAR -



freeway
insurance services

DATA PROTECTION ACT 1998 SUBJECT ACCESS REQUEST

This form is to be used by individuals who wish to find out what information, if any, Freeway UK Insurance Services Limited (Freeway) is holding or is processing that relates to them. There is a guide to assist you in filling in this form. An application for access to information must be made to Freeway and not to the Information Commissioner.

The information requested below will help Freeway (a) satisfy itself as to your identity and (b) find any data held about you. Please complete all relevant sections, and use BLOCK letters and BLACK ink.

Section 1 – About yourself [See note 6]

Title (Mr, Mrs etc)		Date of Birth	
Surname/Family Name		Sex (Male/Female)	
First Name(s)			
Maiden/Former Surnames			
Telephone Number (Day)			
Email Address			
Home Address			
Postcode			

If you would have been known to us by a different name, or at a different address (home or business) during the period to which the information you are seeking relates, please state the name(s) and address(es) below:

Name 1			
	From (Date):		To (Date):
Name 2			
	From (Date):		To (Date):

Address 1			
			Postcode
	From (Date):		To (Date):
Address 2			
			Postcode
	From (Date):		To (Date):
Address 3			
			Postcode
	From (Date):		To (Date):
Address 4			
			Postcode
	From (Date):		To (Date):

Section 2 – Proof of identity [See note 7]

To help establish your identity, you **must** submit a copy of one document from each of the following categories with your application:

(a) Confirmation of name:
- Full driving licence*, passport, birth certificate.

(b) Confirmation of name and address:
- Full driving licence*, utility bill, bank or credit card statement, child benefit book, pension book (or other equivalent/similar official document – but it MUST show your name and address).

*Complete copy of both parts of your full (not provisional) driving licence will be sufficient for both categories.

I am providing the following types of identification:

(a)		(b)	
-----	--	-----	--

Section 3 – Helping us to find the information [See note 8]

Please use the space below to provide further details that may help to locate the information sought, for example specific documents or information that you are seeking, the likely location of the information, the name of the person in Freeway who may have created or had access to the information, and any relevant time periods.

--

Section 4 – Declaration [See note 9]

Declaration (to be signed by the applicant)

The information that I have supplied in this application is correct, and I am the person to whom it relates.

Signature		Date	
-----------	--	------	--

Warning – attempting to obtain personal data to which you are not entitled may be an offence under the Data Protection Act.

Section 5 – Countersignature [See note 10]

When you have completed the form and signed the declaration this section should be completed and signed by someone of standing who has been known to you for at least one year, for example, a doctor, local councilor, Justice of the Peace, minister of religion, police officer, school teacher, social worker, solicitor or other person of similar standing. Some of these people may make a charge for doing this.

I confirm that I have known the applicant for years, and that to the best of my knowledge and belief the facts given by the applicant on this form relating to his/her name, and present address, are correct.

Full name		Date	
Signature		Occupation	
Home Address		Business Address (if applicable)	
Telephone No.		Telephone No.	

Your Checklist

Is your contact information correct?		Have you signed the form?	
Have you enclosed acceptable identification?		Has your application been countersigned?	
Have you enclosed the fee?		Have you completed all the sections?	
Have you provided information to assist us in identifying and finding the information?			

Freeway Checklist (for Freeway use only)

Date application received		Application signed	Yes/No
Identification (a) – Details		Application complete	Yes/No
Identification (b) – Details		ID info provided	Yes/No
Original documents returned		Fee paid	Yes/No
Identification checked		Method of payment	
Counter-signatory checked		Receipt number	

Guide to making a Subject Access Request

1. Introduction

These notes are intended only as a guide to completing Freeway's Subject Access Request form, not as a guide to the Act itself. For further advice on filling out the forms, please telephone us on **01928 520 520** (or email us at: myservice@freewayinsurance.co.uk).

Data protection law is set out in the Data Protection Act 1998 obtainable from The Stationery Office. Further information and advice is also available from the website of the data protection regulator - the Information Commissioner.

2. Your Rights

Under the Act you have (subject to certain exemptions) the right to be told whether Freeway, as a data controller, is holding or processing any information about you; and if so, to be provided with a copy of that information. The records covered by the Act include all computer records and limited categories of manual records.

3. Freeway's Rights

Where an exemption is available under the Act, Freeway may not provide you with the information covered by the exemption. The main exemptions that may be applied are where the information held relates to:

- The carrying out of our regulatory functions;
- The prevention or detection of crime;
- The apprehension or prosecution of offenders; or
- Where disclosure of the information would be likely to prejudice any of these purposes.

We are not required to tell you whether any exemptions have been applied to any information that we may provide, or whether any information has been withheld or the reason for the withholding of any information.

4. Payment

A fee of £10 is payable for each subject access request that you submit. Please send a cheque, postal order or international bankers' draft (in Pounds sterling only). We do not accept credit cards, debit cards, cash, or any other currency. Cheques etc. should be made payable to '**FREEWAY UK INSURANCE SERVICES LIMITED**'.

Applications that do not include the correct fee in an acceptable form will not be processed. Similarly, cheque payments that fail to clear will also result in the application not being processed. We will contact you in these situations.

5. Processing by Freeway

Applications will be processed promptly, but in any event a response will be made within 40 calendar days, as permitted under the Act, from the date that we accept the properly completed application form along with your proof of identity and fee.

Application forms will not be accepted or processed unless the application form is completed correctly with all requested information being supplied, countersigned, proof of identity provided and the correct fee paid.

Completing the application form

6. Section 1 – About Yourself

Please give us information about yourself that will assist us in finding the information you require. You should complete this section fully and carefully as the information will be used as the basis for our internal searches.

For your protection, any correspondence that we send you (including any information that we send to you in response to your request) will be sent only to the home address that you give here.

Where you have submitted the request via your legal representatives, you are still required to complete the form in full and provide proof of identity. Our response will be sent to your legal representatives' registered offices.

The information will also help Freeway to confirm your identity (see note 7).

7. Section 2 – Proof of identity

Freeway has a duty to ensure that the information it processes is secure. Freeway will only provide the information relating to you if we are satisfied regarding your identity i.e. that you are entitled to the information. We therefore require you to provide us with reasonable proof of your identity. Examples of the types of identity documents that we will accept are listed under Section 2. Applications that do not include acceptable identification will not be processed, but we will contact you should this be the case.

Freeway does not have to give you any information that might identify any other individual unless that person agrees. If you believe that any information Freeway holds about you may identify another person, you may wish to obtain that person's written consent (to you being given his/her information). That should be submitted to us with this application, along with their proof of identity (to the same standard as is required for yourself).

8. Section 3 – Helping us to find the information

In order to assist us with our searches, please try to specify the nature of the information that you are seeking and its possible location if known (e.g. who in Freeway was/might be dealing with the matter). Guidance from the Office of the Information Commissioner states:

“Data subjects frequently make open ended requests for access ('Give me a copy all the data you hold on me'). However the Act [Section 7(3)] specifies that a data controller is not obliged to comply with a request...unless he is supplied with such information as he may reasonably require in order to locate the information which that person seeks. In most cases an open ended request will not satisfy this provision”.

9. Section 4– Declaration

Please sign and date the application. We are unable to accept applications that have not been signed by the person whose details are supplied in section 1, and will not process any application unless it has been signed and dated.

Warning – attempting to obtain personal data to which you are not entitled may be an offence under the Data Protection Act.

10. Section 5 – Countersignature

The form must be counter-signed by someone of standing in order to assist in validating the application. Examples of possible counter-signatories are given. For your added security we may contact the counter-signatory to confirm that they know you and that they have counter-signed this form for you.

11. Your Checklist

This is a brief checklist to ensure that you have completed the form properly.

12. Submission

When you have completed the form, please send it together with your proof of identity and fee to:

**FREEWAY UK INSURANCE SERVICES LIMITED UNIT 2
ABBOTTS PARK MONKS
WAY PRESTON BROOK
CHESHIRE
WA7 3GH**

Forms that are incomplete will be returned; forms that are complete but for which suitable identification and/or fee have not been received will be put on hold until you send us the missing items.