

General Data Protection Regulation (GDPR) Request for Access to Personal Information



IMPORTANT INFORMATION – PLEASE READ

- You'll need name and address identification, **please ensure that you provide this information.**
- We won't be able to process your request until we have been able to verify your identity.
- Once we've received this information, we have **one calendar month** in which to comply with your request.

Information you can request under a SAR

Account Type	Account notes and correspondence	Content of voicemails	Outgoing call information from your mobile ¹	Incoming calls and messages	Copies of calls made to Three customer services ²	Copy of your bills	Copy of your contract
Pay Monthly	✓	Court Order Only	✓	Court Order Only	✓	✓	X
<u>Registered</u> Pay as you go ³	✓	Court Order Only	✓	Court Order Only	✓	N/A	N/A
<u>Unregistered</u> Pay as you go	Court Order Only	Court Order Only	Court Order Only	Court Order Only	Court Order Only	N/A	N/A

¹ We're able to supply you with the date and time of calls that you've made and texts that you've sent, but we only retain this information for **100 days**.

² We don't record all calls made to and from our contact centre and any recordings that we do make are held for no longer than **6 months**.

³ We'll only be able to supply you with information from the date you registered your phone.

Other ways to get information:

- If you just want copies of your bill, you can view/download these on your My3 account. Please visit www.three.co.uk
- You can find details of your contract's terms through the terms link on www.three.co.uk.
- If you want details of the package, you're on or your contract start dates, please contact our customer services department on 333.

Applying on behalf of someone else:

If you're applying on behalf of someone else, please enter their details below – **as well as providing proof of their identity and address.** You'll also need to provide your contact information, written authority from them that you're acting on their behalf, and proof of your identity and address.

Requesting call recordings made by an authorised individual about your account:

We require written consent from the individual before we can release any call recordings as well as **proof of their identity.**

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Your Details	
Full Name	
Address and Postcode	
Email address	
Three mobile and account number(s)	

What Information do you want		
I want information from:	Start Date:	
	End Date:	
List of outgoing calls and texts		
Account notes (including web chats and correspondence)		
Copies of call recordings with Three customer services (please provide details below)		
Other information required or further details of information you want:		
I've provided proofs of identity and address (e.g. a photocopy of your photo driver's license/passport)		

Declaration			
I can confirm that information supplied on this form is true and that I am the data subject or have been authorised to act on their behalf.			
Signed		Date	

Returning this form	
Please email or post this form and evidence of identity to:	
By email	DPA.Officer@three.co.uk