



Requesting personal information

Under the Data Protection Act 1998 you may request access to the personal information that Vodafone holds about you.

If you wish to do this please print and return your completed form, declaration, £10 fee and any supporting information to:

Customer Relations
Vodafone Ltd
Shelton Boulevard
Stoke-on-Trent
ST1 5GP

Response time

We have up to 40 calendar days from the date of receipt to provide a response to you.

We'll work as quickly as possible – but if you can give us a date range for the information you need, it'll help us to respond to your request sooner.

As you won't receive an acknowledgement of your request, you may want to send it 'signed for' so you can check if we've received it.

Please note we will only release information that is your personal data under this request.

Please provide information to help us identify your account

Full name of account holder:	
Email address:	
Postal address:	
Vodafone mobile phone number or account number:	

Names and phone numbers of anyone else who's authorised on your account:		
The account type the request relates to:	Pay monthly	
Please tick one.	Registered Pay as you go*	

Unregistered Pay as you go mobile customers

If your Pay as you go mobile isn't registered with us, we won't be able to verify your identity and therefore can't disclose any information. The only exception to this is when complying with a Court Order.

*** Registered Pay as you go mobile customers**

We'll only be able to provide information for the last 12 months, OR up to the date of registration of the mobile with Vodafone, if the registration took place within the last 12 months.

We'll send your information to you securely by email.

If you'd prefer your information to be sent by post, please check this box:

Find the information you're looking for

Please read our [guidance note](#) for detailed information on what's available.

Please provide a date range for your request.	
This will help us find the information you need quickly – so you won't receive unnecessary, irrelevant materials.	
Enter a starting date and finishing date for the information you want. You can choose the category or categories in the next step.	
Starting date – I want to access information starting from:	Finishing date – I want to access information up to:
/ /	to / /

Please choose the category or categories you want access to:	
Account notes (including correspondence held from you)	<input type="checkbox"/>
List of outgoing calls and text messages Please note: we only store records of calls, texts and picture messages for a 12-month period for Pay as you go customers.	<input type="checkbox"/>
Incoming calls and text messages	
Incoming calls, texts and picture messages with originating numbers (with a Court Order only, see guidance note)	<input type="checkbox"/>

Incoming calls, texts and picture messages without originating numbers (within the last 12 months)

We are able to provide these only in connection with driving offences, where the use of a phone is believed to have contributed to the incident.

Proof that the police have charged you must be attached to your request.

Copies of call recordings made to and from Vodafone customer services

Please note:

- Not all calls are recorded
- Recorded calls are only kept between 3 and 120 days.
This depends on the nature of the call, but most are kept for 60 days.

Please give details of any:

- Additional numbers you called Vodafone from:

- Date and time of calls (if available):

If you haven't got this information, we'll only provide details of calls from the Vodafone mobile number provided on this request.

DECLARATION:

I confirm:

1. The information provided is true and accurate. I understand that it's an offence under section 55 of the Data Protection Act to give false information in order to obtain personal data to which I'm not entitled, and that I may be prosecuted for an offence under that Act in the event that information I've given in this form is misleading or untrue.
2. I have read the guidance provided that describes what information may be available from Vodafone under the provisions of the Data Protection Act.
3. I have enclosed the following required information (please tick all that apply):

Name and account or telephone number

Proof of identity – copy of account holder's passport, driver's licence or utility bill

£10 fee (postal order or cheque made payable to Vodafone Limited)

Please note: Simply adding £10 to your Vodafone account won't suffice, and may delay the processing of the request

Signed authority from the account holder, if a request is being made on their behalf

Proof of ID **and** signed authority from any authorised account users or third parties on the account

If you don't provide this, any information belonging to a third party will be removed from our response

Proof of driving offence from the police

Signed:

Date:
