



# Requesting personal information

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## Subject Access Request

Under the General Data Protection Regulations, you have the right to make a request for a copy of the personal data that Vodafone holds about you. This is called a Subject Access Request (SAR) – and you can do this as an individual or as an authorised third party on behalf of an individual.

Please note: we'll only release information if it's your personal data and we're able to verify your identity – or you have written authorisation from the relevant individual.

You'll need to read our [guidance notes \[PDF\]](#)<sup>1</sup> to make sure you submit your SAR correctly. The notes also give you more information about what is available.

## When we'll respond

We have up to one calendar month from the date we receive your SAR to provide a response to you. In some cases, this period may be extended. If that is the case, we'll let you know. In the meantime, we'll let you know we've received your request.

Remember, for us to act on your request, we need to be able to verify your identity. Or, if you're making a request on behalf of another individual, you need to have written authority to do so.

In some rare cases, we may need to charge you a reasonable fee or may not be able to act on your request. Where that is the case, we'll let you know.

We'll work as quickly as possible – but if you can give us start and end dates for the information you're looking for, it'll help us respond to you sooner.

**We'll send you the information securely by email unless you indicate otherwise.**

## Other ways to get information

You may not need to submit a SAR and wait for information. By contacting our [Customer Services](#)<sup>2</sup> team or logging in to [My Vodafone](#)<sup>3</sup> you can quickly and easily get:

- Copies of your bill
- Details of your plan, including start and end dates

On our website you can also request [proofs of purchase \(receipts\)](#)<sup>4</sup> for Vodafone mobile phones, or browse our [terms and conditions](#)<sup>5</sup>

## You need to be registered

This applies to all Pay as you go customers.

If you're a Pay as you go customer who isn't registered with us, we can't verify your identity – so we wouldn't disclose any personal information without a court order. If you choose to register your account, you'll only be able to access information from the date you register and not before.

Please note: we don't hold Pay as you go call records for more than 12 months at any time, and these do not contain any cost breakdowns.

## How you can submit a SAR

There are two ways you can do this:

- 1) Complete our [online SAR form](#)<sup>6</sup>

OR

- 2) Complete this form and post it to:

Customer Data Excellence Centre  
Customer Relations  
Vodafone Ltd  
Shelton Boulevard  
Stoke-on-trent  
ST1 5GP

Items marked with \* are required.

Your contact details	
Full name *	
Address *	

Email address *		
<b>Account details</b>		
Vodafone phone number or account number *		
<b>Account type</b> Please tick one.	Pay monthly	
	Pay as you go (registered)	
	Fixed line	
	Other (please state the type of account)	
<b>Full names and phone numbers of anyone else authorised on the account</b>  Note: as part of our response, we will not disclose information relating to anyone authorised on the account (other than yourself) unless we have their authorisation also. So remember to include authorisation if you you're asking for information about others.		

**We'll send you the information securely by email**

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

**Information you'd like**

Please read our [guidance notes \[PDF\]](#)<sup>1</sup> for detailed information on what's available.

Start and end dates for the information you'd like							
This will help us find the information you need quickly – so you won't receive unnecessary, irrelevant materials.							
You'd like information starting from:	You'd like information up to:						
/ /	to / /						
Types of information you'd like							
Account notes and correspondence	Y/N						
<b>Outgoing calls, texts and picture messages</b> For Pay as you go customers, we only store records of calls, texts and picture messages for 12 months.	Y/N						
<b>Incoming calls, texts and picture messages <i>with</i> originating number</b> We only store these for 12 months. Incoming calls, texts and picture messages with originating numbers are only available with a court order. See our <a href="#">guidance notes [PDF]</a> <sup>1</sup> for more information.	N/A						
<b>Incoming calls, texts and picture messages <i>without</i> originating number</b> We only store these for 12 months. And we can only provide these 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 provided with your request.	Y/N						
<b>Recordings of calls made to and from our Customer Services team</b> Some calls may be unavailable. The nature of the call will determine how long we store it for. To enable us to run a search, please tell us the telephone number(s) you spoke to us on. Where possible, also give us the date and time of the calls. <table border="0"> <tr> <td><b>Phone number</b></td> <td><b>Date</b></td> <td><b>Time</b></td> </tr> <tr> <td><i>e.g. 03333 040 191</i></td> <td><i>1/1/18</i></td> <td><i>15:30</i></td> </tr> </table>	<b>Phone number</b>	<b>Date</b>	<b>Time</b>	<i>e.g. 03333 040 191</i>	<i>1/1/18</i>	<i>15:30</i>	
<b>Phone number</b>	<b>Date</b>	<b>Time</b>					
<i>e.g. 03333 040 191</i>	<i>1/1/18</i>	<i>15:30</i>					

### Other

Here you can add details of any other types of information you're looking for.  
Please note: we may not always be able to provide these.

## Declaration

I confirm:

1. The information I've provided is true and accurate, and I'm authorised to request access to this data.

2. I've read the [guidance notes \[PDF\]](#)<sup>1</sup> that describe what information may be available from Vodafone under the General Data Protection Regulations.
3. I have enclosed the following required information (please tick all that apply):
  - Full name, Vodafone phone number or account number
  - Proof of identity (copy of passport, driving licence or utility bill)
  - Signed authority from the individual, if I'm making a request on their behalf
  - Proof of ID **and** signed authority from any authorised persons 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 (*if your request relates to a driving offence*)

Signed:

Date:

## Links in this document

<sup>1</sup> Guidance notes: [vodafone.co.uk/cs/groups/configfiles/documents/contentdocuments/vftst042750.pdf](https://vodafone.co.uk/cs/groups/configfiles/documents/contentdocuments/vftst042750.pdf)

<sup>2</sup> Customer services: [vodafone.co.uk/contact-us](https://vodafone.co.uk/contact-us)

<sup>3</sup> My Vodafone: [vodafone.co.uk/myvodafone](https://vodafone.co.uk/myvodafone)

<sup>4</sup> Proofs of purchase (receipts): [vodafone.co.uk/vodafone-uk/forms/proof-of-purchase](https://vodafone.co.uk/vodafone-uk/forms/proof-of-purchase)

<sup>5</sup> Terms and conditions: [vodafone.co.uk/about-this-site/terms-and-conditions](https://vodafone.co.uk/about-this-site/terms-and-conditions)

<sup>6</sup> SAR form: [vodafone.co.uk/gdpr-sars-form](https://vodafone.co.uk/gdpr-sars-form)