



Requesting personal information

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. To make this request as an individual or an authorised 3rd party, please complete this [online form](#) detailing the information you are looking for. Alternatively, you can contact the customer services team or submit a written Request via post to the following address:

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

Response time

We have up to 30 calendar days from the date of receipt to provide a full 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. Someone will be in touch to confirm we have your request and to work through it.

Please note we will only release information that is your personal data or if you have authorisation and approval to access this information under this request.

Alternatively you can email your request with the form attached to :
SubjectAccessRequest_cr@care.vodafone.co.uk

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: Please tick one.	<input type="checkbox"/> Pay monthly	
	<input type="checkbox"/> 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 internal notes made by Vodafone and any correspondence held from you)	
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.	
Incoming calls and text messages	



Incoming calls, texts and picture messages with originating numbers (with a Court Order only, see guidance note)	
<p>Incoming calls, texts and picture messages without originating numbers (within the last 12 months)</p> <p>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.</p> <p>Proof that the police have charged you must be attached to your request.</p>	
<p>Copies of call recordings made to and from Vodafone customer services</p> <ul style="list-style-type: none"> ➤ Please note: ➤ Not all calls are recorded ➤ Recorded calls are only kept between 3 and 120 days. <p>This depends on the nature of the call, but most are kept for 60 days.</p> <p>Please give details of any:</p> <ul style="list-style-type: none"> • Additional numbers you called Vodafone from: • Date and time of calls (if available): <p>If you haven't got this information, we'll only provide details of calls from the Vodafone mobile number provided on this request.</p>	

DECLARATION:

I confirm:

1. The information provided is true and accurate, and that I am authorised to request access to this data.
2. I have read the guidance provided that describes 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):
 - Name and account or telephone number
 - Proof of identity – copy of account holder's passport, driver's licence or utility bill
 - 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:
