

Customer Information Correction Request Form

Article 16 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to correct your personal information held by Holland & Barrett or complete personal information that is incomplete.

We require that you submit this request either in writing via postal mail to Customer Services, Holland & Barrett International Limited, Samuel Ryder House, Barling Way, Eliot Park, Nuneaton, CV10 7RH or electronically via email to customerservices@hollandandbarrett.com.

We expect to respond to your request within one month of receipt of a fully completed form and proof of identity.

I. Name and Contact Information

Please provide your information in the space provided below.

We will only use the information you provide on this form to identify you and the personal information you are requesting corrections to, and to respond to your request.

First and last name:	
Home address:	
Date of birth:	
Telephone number:	
Email address:	
Please provide other unique identifiers or related information to help us locate your personal information, for example, customer account number.	

II. Proof of Identity

The organisation cannot accept requests regarding your personal information from anyone else, including family members. To avoid any doubt or delay, please provide a copy of identification that clearly shows your name, date of birth, and current address. We accept a photocopy or a scanned image of one of the following as proof of identity: passport or photo identification such as a driver's license, national identification number card, or birth or adoption certificate. Please also attach a copy of a utility bill showing your current address and dated within the last three months. If you have changed your name, please provide the relevant documents evidencing the change.

We may request additional information from you to help confirm your identity and your right to correction. We reserve the right to refuse to act on your request if we are unable to identify you.

If you are emailing this proof of identification information to us, we recommend that this is emailed with security measures such as Winzip

III. **Corrections Requested**

To help us process your request quickly and efficiently, please provide as much detail as possible about the personal information you would like us to correct. Please include time frames, dates, names, types of documents, file numbers, or any other information to help us locate your personal information. Your request should specify the data that is incorrect or incomplete, and include a supplementary statement you would like us to record if necessary.

We will contact you for additional information if the scope of your request is unclear or does not provide sufficient information for us to locate the relevant personal information. We will begin processing your correction request as soon as we have verified your identity and have all of the information we need to locate the relevant personal information.

Details of personal information and corrections:

We will communicate the correction of the personal information to each recipient to whom we disclosed the personal information (for example, our third-party service providers who process the data on our behalf), unless this is impossible or involves disproportionate effort. We will also inform you about those recipients if you request it.

Applicable law may allow or require us to refuse to correct your personal information or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot correct your personal information, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

IV. **Signature and Acknowledgment**

I, _____, confirm that the information provided on this form is correct and that I am the person whose name appears on this form. I understand that: (1) Holland & Barrett must confirm proof of identity and may need to contact me again for further information; and (2) my request will not be valid until Holland & Barrett receives all of the required information to process the request.

Signature

Date

Please return your completed and signed request form to either:

customerservices@hollandanbarrett.com

OR

Customer Services
Holland and Barrett Retail Ltd
Samuel Ryder House
Nuneaton
CV10 7RH

If you are emailing this form and proof of identification information to us, we recommend that this is emailed with security measures such as Winzip and over a secure network. Please be aware that there are security risks with using wireless public networks