

## Customer Information Access Request Form

Article 15 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to access your personal data held by Holland and Barrett, including the right to obtain confirmation that we process your personal data, receive certain information about the processing of your personal information, and obtain a copy of the personal data we process.

In order to meet our GDPR requirements including proper record and handling of requests we require that you submit this completed request form either in writing via postal mail to the Office of Data Protection, Holland & Barrett International Limited, Samuel Ryder House, Barling Way, Eliot Park, Nuneaton, CV10 7RH or electronically via email to [gdpr@hollandandbarrett.com](mailto:gdpr@hollandandbarrett.com).

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

In addition to exercising your access right, the GDPR also grants you the right to:

- Request correction or erasure of your personal information.
- Restrict or object to certain types of data processing.
- Make a complaint with the local data protection authority.

### **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 access to, and to respond to your request.

|  |  |
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| <b>First and last name:</b>                                |  |
| <b>Home address:</b>                                       |  |
| <b>Telephone number:</b>                                   |  |
| <b>Email address:</b>                                      |  |
| <b>Rewards for Life card number (if applicable/known):</b> |  |
| <b>Customer account number (if applicable/known):</b>      |  |

## II. Proof of Identity

The organisation cannot accept requests regarding your personal data from anyone else, including family members. To avoid any doubt or delay, please provide a copy of identification that clearly shows your name 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 or national identification number card. Please also attach a copy of a utility bill or other official correspondence 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 access, and to provide you with the personal data we hold about you. We reserve the right to refuse to act on your request if we are unable to identify you.

If you are emailing this information to us, please block out any sensitive data, or information which we do not need to see to identify you. We recommend that Identity information is emailed with security measures such as Winzip.

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## III. Information Requested

To help us process your request quickly and efficiently, please provide as much detail as possible about the personal Information you are requesting access to. Please include time frames, dates, names, types of documents, file numbers, or any other information to help us locate your personal information.

For example, you may specify that you are seeking:

- Email or other electronic communications (specify the approximate dates and times)
- Billing information
- CCTV footage (please request CCTV request form)
- User activity logs
- Transaction histories
- Correspondence between [NAME] and [NAME] between [DATE] and [DATE].]

Required information (and any relevant dates):

We will contact you for additional information if the scope of your request is unclear or does not provide sufficient information for us to conduct a search (for example, if you request "all information about me"). We will begin processing

your access request as soon as we have verified your identity and have all of the information we need to locate your personal data.

In response to your request, we will provide you with the information required by Article 15 of the GDPR, including information on:

- The purposes of processing.
- Categories of personal data processed.
- Recipients or categories of recipients who receive personal data from us.
- How long we store the personal data, or the criteria we use to determine retention periods.
- Information on the personal data's source if we do not collect it directly from you.
- Whether we use automated decision-making, including profiling, the auto-decision logic used, and the consequences of this processing.
- Your right to:
  - request correction or erasure of your personal data;
  - restrict or object to certain types of processing with respect to your personal data; and
  - make a complaint with the local data protection authority.

If the information you request reveals personal data about a third party, we will either seek that individual's consent before responding to your request, or we will redact third parties' personal data before responding. If we are unable to provide you with access to your personal data because disclosure would violate the rights and freedoms of third parties, we will notify you of this decision.

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

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#### V. 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 and Barrett must confirm proof of identity and may need to contact me again for further information; (2) my request will not be valid until Holland and Barrett receives all of the required information to process the request; and (3) I am entitled to one free copy of the personal data I have requested, and acknowledge that for any further copies I request, Holland and Barrett may charge a reasonable fee based on administrative costs.

If you would like to receive a copy of the personal data you are requesting access to, please indicate below whether you would like a hard copy or an electronic copy:

Hard copy.

Electronic copy. (Electronic copies will be sent out by USB password protected.)

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please return your completed and signed request form to either:

[gdpr@hollandandbarrett.com](mailto:gdpr@hollandandbarrett.com) OR

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GDPR Team  
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