

Customer Processing Restriction Request Form

Thank you for enquiring about restricting the processing of your personal information. Article 18 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to restrict certain personal information processing by Holland & Barrett subject to limited exceptions.

In order to meet our GDPR requirements including proper record and handling of requests we require we require that you submit this request 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.

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 associated with your processing restriction request, and to respond to your request.

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

II. Proof of Identity

If you are **not able to provide** either your RFL card number or Customer account number we will require additional information from you to help confirm your identity and your right to erasure. In these circumstances please provide a copy of a utility bill or other official correspondence showing your current address and dated within the last three months. Please block out any information other than your name, address, details of the sender and the subject. We reserve the right to refuse to act on your request if we are unable to identify you.

The organisation cannot accept requests regarding your personal information from anyone else, including family members.

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

III. Request to Restrict Personal Information Processing

Under Article 18, you have the right to request that we restrict the processing of your personal information, subject to certain limited exceptions, when:

- You contest the accuracy of the personal information we process about you. We must restrict processing the contested data until we can verify the accuracy of your personal information.
- We are unlawfully processing your personal information.
- We no longer need to process your personal information but you need the personal information for the establishment, exercise, or defense of legal claims.
- You are objecting under Article 21(1) for processing that we:
 - consider necessary to perform a task in the public interest under GDPR Article 6(1)(e); or
 - consider necessary for the Holland & Barrett's or a third party's legitimate interests under GDPR Article 6(1)(f).

If you object to processing that we perform under Articles 6(1)(e) or 6(1)(f), we will restrict the challenged processing activity pending verification of whether the Holland & Barrett's or third party's legitimate interests override your interests.

To help us process your request quickly and efficiently, please provide as much detail about the personal information you are requesting us to restrict the processing of and the above ground or grounds you are relying on for your processing restriction request:

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 a processing restriction for "all information about me"). We will begin processing your restriction request as soon as we have verified your identity and have all of the information we need to locate your personal information.

Applicable law may allow or require us to refuse to act on your request, or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot comply with your processing restriction request, 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:

gdpr@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.