

## Customer Automated Decision-Making Objection Form

Thank you for enquiring about automated decision making of your personal information. Article 22 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to not be subject to automated decision-making, including profiling, which has legal or other similarly significant effects on you.

In order to meet our GDPR requirements including proper record and handling of requests we require that you submit this request either in writing via postal mail to the GDPR Team, 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 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 that is the subject of your objection, and to respond to your objection.

<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 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. We reserve the right to refuse to act on your request if we are unable to identify you.

### III. **Objection to Automated Decision-Making**

To help us process your request quickly and efficiently, please provide as much detail about the automated decision-making that you are requesting we not perform:

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.

Applicable law may permit us to continue using automated decision-making despite your objection. If we cannot honour your request we will inform you of the reasons why, subject to any legal or regulatory restrictions. If we determine that the information processing you are objecting to is not subject to Article 22, we will inform you of this decision.

We will begin processing your request as soon as we have verified your identity and have all of the information we need to locate your relevant personal information.

**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.

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Signature

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Date

Please return your completed and signed request form to either:

[gdpr@hollandanbarrett.com](mailto:gdpr@hollandanbarrett.com)

OR

GDPR Team  
Holland and Barrett Retail Ltd  
Samuel Ryder House  
Nuneaton  
CV10 7RH