

Data Portability Request Form

Thank you for your enquiry about transferring your information. Article 20 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to receive a copy of certain personal information held by Holland & Barrett, and the right to transfer that personal information to another organization (data controller).

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 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 relevant to your data portability 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 before we can respond to your data portability request. 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.

We may request additional information from you to help confirm your identity and your right to data portability, and to provide you with the personal information relevant to your request. We reserve the right to refuse to act on your request if we are unable to identify you.

III. Information Subject to Article 20

Under Article 20, you have the right to receive a copy of certain personal information that you provided to us, or the right to transmit that personal information to another data controller, if we use automated means to process the personal information and we either:

- Process the personal information with your consent.
- Process the personal information because it is necessary for us to perform a contract with you.

Personal information provided by you includes:

- Information that you knowingly and actively provided to us, such as:
 - name;
 - contact information;
 - username;
 - age; and
 - billing details.
 - Information generated by and collected from your activities while using our services or devices, for example:
 - contact lists;
 - search history;
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- account history;
- purchase history;
- traffic data; or
- location data.

Your data portability right does not apply to personal information we hold in paper files. It also does not apply to data inferred by or derived by us from the data provided by you such as data we generate by analyzing your personal information.

In response to your request, we will provide you with a copy of the personal information covered by the Article 20 data portability right in a structured, commonly used, and machine-readable format, or, we will transfer the relevant personal information to another data controller at your request if technically feasible.

If the information you request reveals personal information about a third party, we will either seek that individual's consent before responding to your request, or we will redact third parties' personal information before responding. If we are unable to provide you with a copy of your personal information 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 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 provide you with a copy of or transfer your personal information to another data controller, we will inform you of the reasons why, subject to any legal or regulatory restrictions. If we determine that the personal information you are requesting a copy of is not subject to Article 20, we will inform you of this decision.

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

V. Signature and Acknowledgement

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; (2) my request will not be valid until Holland & Barrett receives all of the required information to process the request; and (3) I am entitled to a copy of certain limited personal information that I have provided to you, subject to Article 20, or, I may request that you transfer my personal information to another data controller.

Holland & Barrett Data Portability Request Form (GDPR)

Please indicate below whether you would like us to transfer a copy of your personal information to another data controller and provide the relevant information for the transfer.

____ Please transfer a copy of my personal information to _____ by [emailing a copy to ORGANIZATION at [email address]/mailing a CD, DVD, or other physical media to [ORGANIZATION] at [ADDRESS].

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