

# Data subject 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 the relevant Sanlam group company or companies who are data controllers in respect of your personal data, including Sanlam UK Limited, Sanlam Life & Pensions UK Limited, Sanlam Financial Services UK Limited, Sanlam Wealth Planning UK Limited or English Mutual Limited, Sanlam Trustee Services UK Limited, Sanlam Private Investments UK Limited, Sanlam Investments UK Limited, Sanlam Securities UK Limited (as the case may be) (Sanlam). This includes the right to obtain confirmation that we process your personal data, receive certain information about the processing of your personal data, and obtain a copy of the personal data we process.

To ensure that both parties are clear, please submit this request either in writing via post or email to:

Client services  
Sanlam  
One Temple Quay  
1 Temple Back East  
Bristol, BS1 6DZ

E [client.services@sanlam.co.uk](mailto:client.services@sanlam.co.uk)

We expect to respond to your request within one month of receipt of a fully completed form, together with proof of your identity. This time period is subject to our right, in certain circumstances, to extend for up to two months depending on the complexity of your request.

We will use the information you provide on this form to respond to your request. For more information on how we use your personal data and your rights under the GDPR, see Sanlam's *Privacy statement*, available at [www.sanlam.co.uk](http://www.sanlam.co.uk)

## Information we require from you

### Section 1

**Please provide your information in the space provided below. If you are making this request on the data subject's behalf, you should provide your name and contact information in section 3.**

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

First and last name:

Any other names that you have been known by:

Home address:

Postcode:

Telephone:

Date of birth:

Email:

If you are a current or former employee of Sanlam, please provide your employee identification number and your approximate dates of employment:

Please provide other unique identifiers or related information to help us locate your personal data (for example, government identification number or customer account number):

## Section 2

We require proof of your identity before we can respond to your access request. To help us establish your identity, you must provide identification that 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; or
- national identification number card, or birth or adoption certificate.

Please also attach a copy of a bank or credit card statement or 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.

If you do not have any of these forms of identification available, please contact Sanlam's client services team at [client.services@sanlam.co.uk](mailto:client.services@sanlam.co.uk) for advice on other acceptable forms of identification.

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.**

## Section 3

Please **ONLY** complete this section of the form with your name and contact details if you are acting on the data subject's behalf.

First and last name:

Any other names that you have been known by:

Home address:

Postcode:

Telephone:

Date of birth:

Email:

## Confirmation of your identity

We accept a photocopy or a scanned image of one of the following as proof of identity:

- passport or photo identification such as a driving licence; or
- national identification number card, or birth or adoption certificate.

If you do not have any of these forms of identification available, please contact Sanlam's data protection team at [dataprotection@sanlam.co.uk](mailto:dataprotection@sanlam.co.uk) for advice on other acceptable forms of identification.

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 also require proof of the data subject's identity before we can respond to the request. To help us establish the data subject's identity, you must provide the identification in section 2 above.

We accept a copy of the following as proof of your legal authority to act on the data subject's behalf:

- a written consent signed by the data subject;
- a certified copy of a power of attorney; or
- evidence of parental responsibility.

We may request additional information from you to help confirm the data subject's identity.

**We reserve the right to refuse to act on your request if we are unable to identify the data subject or verify your legal authority to act on the data subject's behalf.**

## Section 4

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

By way of example, you may specify (among other things) that you are seeking:

- personal data held by a particular department/company;
- medical records we might hold about you;
- email or other electronic communications concerning you (specify the approximate dates and times);
- your charging information;
- your transaction histories;
- written correspondence concerning you between specified individuals on specified dates; and/or
- (where you have been or are a Sanlam employee) employment records or personnel records.

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 only 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.

**Please tell us what personal data you are requesting below:**

**Please state which company (or companies) your data request applies to:**

### **Section 5**

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; and
- 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 practises. 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.

## Section 6

I,

confirm that the information provided on this form is correct and that I am the person whose name appears in section 1 of this form. I understand that:

- (1) Sanlam must confirm proof of identity and may need to contact me again for further information;
- (2) my request will not be valid until Sanlam 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, Sanlam 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 whether you would like a hard copy or an electronic copy:

Hard copy  or Electronic copy

Signature:

Date:

## Section 7

I,

confirm that I am authorised to act on behalf of the data subject. I understand that Sanlam must confirm my identity and my legal authority to act on the data subject's behalf, and may need to request additional verifying information.

Signature:

Date:

Sanlam Private Wealth and Sanlam Wealth are trading names of Sanlam Life & Pensions UK Limited (SLP), Sanlam Financial Services UK Limited (SFS), Sanlam Trustee Services UK Limited (STS), Sanlam Wealth Planning UK Limited (SWP), English Mutual Limited (EML) and Sanlam Private Investments (UK) Ltd (SPI). SLP are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. SFS and SPI are authorised and regulated by the Financial Conduct Authority. EML is an appointed representative of SWP which is authorised and regulated by the Financial Conduct Authority.

Registered Office for SLP, SFS, STS, SWP, EML and for SPI: Monument Place, 24 Monument Street, London EC3R 8AJ. Each company is registered in England & Wales with the following registered number: SLP (00980142), SFS (02354894), STS (01489455), SPI (02041819), SWP (03879955) and EML (06685913).

[enq@sanlam.co.uk](mailto:enq@sanlam.co.uk)

[sanlam.co.uk](http://sanlam.co.uk)