

Data Protection

Subject Rights Request Form

Data Protection law gives people certain rights, for example being able to request copies of their Personal Data held about them by an organization, by making a Subject Access Request.

We recommend you complete this form if you are making a request about personal data held about you by Thames Travel. It contains guidance on the information required to:

- Confirm your identity and entitlement to the request.
- Find any data held about you and action the request

The Guidance Notes below, will help you see if the rights apply. Further information can be found at <https://ico.org.uk/>

You can find out more about how and why we use your personal data in our privacy notice: <https://www.thames-travel.co.uk/privacy-statement/>

Guidance Notes. Subject Access rights allow a person to see Personal Data about themselves.	Does the Subject Right Apply?
1. Is the information you want about yourself? The DPA allows you to request personally identifiable data about yourself as a “living individual”.	Yes
2. Please tick which subject right request you are making.	
Subject Access <input type="checkbox"/>	You want copies of the personal data we hold about you (or other information about our use of your personal data)
Erasure (Right to be forgotten) <input type="checkbox"/>	You want us to delete the personal data we hold about you. (this only applies in some circumstances)
Objection <input type="checkbox"/>	You object to us using your personal data (this only applies in some circumstances)
Rectification <input type="checkbox"/>	You believe we hold inaccurate about you and want us to correct it
Restriction <input type="checkbox"/>	You want us to temporarily stop using your personal data (this only applies in some circumstances)

Portability <input type="checkbox"/>	<p>The personal data is used because you have consented or because we have a contract with each other and you want copies in a machine-readable format</p>
Withdrawal of Consent <input type="checkbox"/>	<p>We rely on consent to use your personal data and you wish to withdraw your consent. (Where we use your personal data because we have a contract with each other, we rely on the contractual relationship and not consent)</p>
<p>3. Is your request for CCTV footage of property, left at a station, or on a train? We are unable to release CCTV of other people, who may have picked up property left behind. Please use the Lost Property process, or if you believe a crime has been committed, report it to the British Transport Police.</p>	<p>No</p>
<p>4. Is your request for CCTV of damage to <u>your</u> vehicle, to support an Insurance Claim You can use this form to request CCTV to support an insurance claim. We will need additional identification information if CCTV is being requested.</p>	<p>No</p>
<p>5. Is the request for CCTV of damage to a vehicle being made by an Insurer Insurers can use this form to request CCTV for an accident. You must provide a letter of representation signed by the Data Subject.</p>	<p>No</p>
<p>6. Is the request for Personal Data / CCTV by Law Enforcement or other bodies with statutory powers. These are not requests made by the Data Subject or the Data Subjects Representative, therefore Subject rights do not apply. Please indicate the legal basis upon which disclosure is sought, so that we can consider your request.</p>	<p>No</p>

Section 1 - Contact Details of Requester	
Name	
Address	
Postcode	
Telephone Number	
Email address	

Additional Contact Details

If you may have been known to us by a different name, address, or email address please provide these details together with the dates to which they may apply below:

--

Are you the Data Subject? Please tick as appropriate. The Data Subject is the person whose Personal Data is being requested.	YES <input type="checkbox"/>	NO <input type="checkbox"/>
--	------------------------------	-----------------------------

<p>1. Data Subject Identification</p> <p>Thames Travel can only release data, if we are satisfied that you are entitled to that information. If we are unable to verify your identity via the channels and information used to make your request, then we may ask for additional information such as:</p> <ul style="list-style-type: none">▪ Identification. Driving License, Birth Certificate, Passport ID, or Medical Card▪ Proof of Address. Please provide a copy of a recent utility bill, or similar, dated within the last 3 months. <p>CCTV</p> <p>If you are requesting CCTV footage:</p> <ul style="list-style-type: none">• Of yourself. You must provide a recent photograph of yourself endorsed on the back by a responsible person who certifies it to be a true likeness of you. We are likely to require identification such as a passport in addition.• Of your vehicle. You must provide a copy of your vehicle registration document or certificate of insurance linking the Vehicle Registration to your address <p>If YES, Please go straight to section 4 of this form.</p>

Are you acting on behalf of the Data Subject? Please tick as appropriate. To act on behalf of the Data Subject you must either have their express permission, or appropriate legal authority, evidenced in writing?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
---	------------------------------	-----------------------------

<p>2. IF YES</p> <p>Please Provide:</p> <ul style="list-style-type: none">▪ Proof of the Data Subject’s identity, as described above AND▪ A letter, signed by the Data Subject authorizing you to act on their behalf OR▪ Evidence of formal legal authority, such as a power of attorney. <p>Please ensure you also complete Sections 2 and 3 of this form</p> <p>IF NO</p> <p>Subject Access Rights do not apply.</p>
--

Section 2 - Contact Details of Data Subject (if different to those of the Requester in Section 1 above)

Name	
-------------	--

Address	
Postcode	
Telephone Number	
Email address	

Section 3 – Legal Status in relation to the Data Subject

If you are not the data subject please briefly describe your relationship with them (e.g. legal advisor, insurer, spouse, parent, etc.) and explain why you are making this information access request on their behalf.

Section 4 – Helping us to find your information

We will need sufficient information to be able to locate your personal data Please try to specify in the section below, the nature of the information you require or details of your request. For example if you can let us know whether you are a customer or an employee, the approximate dates of the data we hold, details of any inaccurate data you believe we hold then this will help us deal with your request.

If you are requesting CCTV, please specify the location, date and time of the footage as accurately as possible.

Section 5 – Declaration

I certify that the information given on this application form is true and accurate. I understand that making an application for information I am not entitled to may be an offence under the Data Protection Law. I understand that it may be necessary for me to provide additional information in order for Thames Travel to confirm my identity (or that of the Data Subject) and/or locate relevant personal information and deal with the request. I understand that the initial statutory response period of 30 calendar days specified in Data Protection Law, will not commence until Thames Travel is satisfied of my entitlement.

Signature	
Print Name	
Date	

Section 6 – Submitting your request

Once complete, please ensure that a signed copy of this form is sent either:

In a sealed envelope, marked private and confidential to:

C/O Data Protection Officer,
Thames Travel
Cowley House
Watlington Road
Oxford OX4 6GA

Or by email to:

dpo@oxfordbus.co.uk

Checklist

Please make sure you include the fee and information required to support your request. Our response to you may be delayed if the fee or supporting information is missing

1.	Data Subjects Proof of Identification	
2.	Data Subjects Proof of Address	
3.	Photo ID	for CCTV Images of the Data Subject
4.	Vehicle Registration Details / Certificate of Insurance	for CCTV of the Data Subject's Vehicle
5.	Evidence of Authority to Act on Behalf of the Data Subject	
6.	<p>Fee Subject Rights Requests are usually free. In very limited circumstances we may indicate a charge is payable if we feel the request is manifestly unfounded or excessive. If the for information is not a subject rights request, for example it does not relate to your personal data, such as a request for CCTV footage to support an insurance claim, then we may charge a fee to cover our costs of providing the information. If a charge is made, please send a Cheque or Postal Order for the sum requested, payable to City of Oxford Motor Services Ltd, to the above address. We are unable to accept electronic payment.</p>	

Section 7 – Disclaimer

Any personal data provided by Thames Travel in response to your Subject Rights Request by Thames Travel becomes your responsibility once received. Thames Travel strongly recommends that you keep this information securely and when you no longer need it, ensure it is permanently destroyed.