Data subject access request

**** BANK OF SCOTLAND**

for Retail customers

Guidance notes

Before you start

Under the current data protection legislation you are entitled to request any personal information that Lloyds Banking Group holds about you.

This form should **not** be used for deceased customers. To request information for a deceased customer please send a written request to:

Bereavement Team 5th Floor Westminster House
11 Portland Street Manchester **M1 3HU**

Which products can you use this form for:

- Credit cards
- Loans

Country

- Mortgages
- Bank accounts

To prevent any delay in processing your request, please make sure that the information you send us is correct.

If you would prefer to complete this printed version of the form, please send it to:-

Data Subject Access Request Team (C41) Charlton Place Andover **Hampshire SP10 1RE**

Requester details

There may be a faster way to retrieve the information you require.
Please send a letter to the address for the specific requests listed below:

CCA Section 77 requests for application forms for Loans:

PLSC - S77s PO Box 42 Peterlee

CCA Section 78 requests for application forms for Credit Cards:

Section 78 Floor 6 11 Portland Street Manchester M1 3HU

Online banking users can access their last 5 years of bank statements through the online service OR alternatively you can write in to:

Copy Statement Team Charlton Place Andover Hampshire SP10 1RE

Credit Card Statements only:

Bank of Scotland Copy Statement Team Credit Card Operations BX1 1LT

Please write clearly in the white spaces with capital letters or cross the boxes.

Are you (please cross one box only): A representative of the customer	A third party acting on behalf of the customer	Please complete the following section • for Customer Section 1.1 • for Representative Section 1.1 & 1.2 • for Third Party Section 1.1 & 1.3			
1.1 Customer details (Mandatory)					
Title Mr Mrs Miss Ms Other (pleas	e specify)	Second previous address			
Your last name		Postcode			
		Country			
Your first names		Third previous address			
Your previous name (if applicable)		Postcode			
		Country			
D D M M Y Y Y Y YOU	ease note: u must be 12 years old over	Can we contact you by phone?	Yes No		
Your home address (where you live)		If Yes please give your phone numbers below:			
		Your telephone numbers and area dialling codes (include any country codes if applicable)			
Postcode		Home			
Country		Mobile			
Do you have any other previous addresses? Yes No		Work			
If Yes to help us find your historic information, please	provide up to three	What is the best number to contact you on?	Mobile Work		
previous addresses:		When is the best time to contact you?	- Time		
First previous address			H H M M		
Postcode		Please note: We will only use your phone number to contact			

1 Democrate details	
1 Requester details	continued
1.2 Representative details	
A Representative is someone who is identified on our system that has access to act on behalf of the customer; this is accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).	An example of a representative maybe a legal guardian/carer that has the right to act on behalf of the named customer. If we do not have your details on record we may contact you to obtain these details.
Title Mr Mrs Miss Ms Other (please specify) Your last name	Your e-mail address (if you have one) Your telephone numbers and area dialling codes
V 6 .	Home
Your first names	
	Mobile
Your home address (where you live)	Work
	How are you related to the customer?
	Power of Attorney Relative friend
Postcode	Other (please specify)
Country	o and (present speeding)
	If you are a relative please tell us how you are related to the customer
1.3 Third Party details	
1.3 Third Party details A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).	A Letter of Authority will be required before we can proceed with the request, naming the third party and signed by the customer within the last 6 months. We will write out to you to request this.
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of	naming the third party and signed by the customer within the last 6 months.
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this.
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority).	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details.
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify)	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify)	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home
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A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer?
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer?
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A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name Your first names	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer?
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A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name Your first names	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer? Solicitor CMC Debt Managers Other (please specify) Please provide us with your company identifier in the relevant field below:
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name Your first names Company name Company address	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer? Solicitor CMC Debt Managers Other (please specify)
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name Your first names	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer? Solicitor CMC Debt Managers Other (please specify) Please provide us with your company identifier in the relevant field below: ICO number SRA number
A Third Party is a company who is instructed to act on behalf of the named customer, this will be accompanied with legal documentation (i.e. Power of Attorney or Letter of Authority). Title Mr Mrs Miss Ms Other (please specify) Your last name Company name Company address Postcode	naming the third party and signed by the customer within the last 6 months. We will write out to you to request this. If we do not have your details on record we may contact you to obtain these details. Your telephone numbers and area dialling codes Home Mobile Work How are you related to the customer? Solicitor CMC Debt Managers Other (please specify) Please provide us with your company identifier in the relevant field below: ICO number

2 How would you like to receive your data				
Lloyds Banking Group usually sends you your data using an electronic file share portal but can be sent by post if requested.	If you have requested your data to be sent Electronically , please complete the following fields below:			
Please confirm how would you like to receive your data (please cross one box only):	Your e-mail address			
Electronically Post				
If you have requested your data to be sent by Post , any requested files (paper, video or audio) will be sent the registered address held on our system.	Your mobile telephone number			
3 Product details you are requesting information on				
Do you require information on all your products held with Yes No Bank of Scotland?	Please complete the following sections (if applicable): • for Credit cards Section 3.1			
If Yes:	• for Loans Section 3.2			
 you may receive information relating to all current and historic products/ services you hold, or have held, during your time as a customer; 	• for Mortgages Section 3.3			
this could result in you receiving several large packages of information some/most of which you may not want.	 for Bank accounts Section 3.4 for other products Section 3.5 			
If No what products are you requesting information on (please cross all that apply):	Please note: You can only request information on a maximum of two accounts			
Credit Bank Other cards Loans Mortgages accounts products	for each product type you hold with us.			
3.1 Credit card accounts				
Please choose the relevant option (please cross one box only):				
I want to request data for all my credit card accounts	I know some of the details for the credit card(s) that I require information about (We'll send information about all of the credit card accounts held with Bank of Scotland)			
I know the details for the credit card accounts that I require information about (Please complete details for up to two credit card accounts below)	I do not know the details for the credit card(s) that I require information about (We'll send information about all of the credit card accounts held with Bank of Scotland)			
First credit card account (if applicable)	Second credit card account (if applicable)			
Your credit card number	Your credit card number			
Do you require all information on this credit card account? Yes No	Do you require all information on this credit card account? Yes No			
If No what information do you require (please cross all that apply):	If No what information do you require (please cross all that apply):			
Statement Complaint Debt Application management agreements	Statement Complaint Debt Application agreements Application management Application manageme			
Other (please specify)	Other (please specify)			
Complaint number (if applicable)	Complaint number (if applicable)			
Debt management number (if applicable)	Debt management number (if applicable)			
Choose a time period/date range (not applicable if all information was selected)	Choose a time period/date range (not applicable if all information was selected)			
Date from Date to	Date from Date to			
DDMMYYYYDDMMYYYY	D D M M Y Y Y Y D D M M Y Y Y Y			
Please note: We will endeavour to provide the data selected, however this may	Please note: We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the			

date range selected.

date range selected.

3	Product details	you are request	ing information	n on					continue	d
3.2	Loan accounts									
Please c	hoose the relevant o	otion (please cross	one box only):							
I want to request data for all my loan accounts				I know some of the details for the loan accounts that I require information about (We'll send information about all of the loan accounts held with Bank of Scotland)						
I know the details for the loan accounts that I require information about (Please complete details for up to two loan accounts below)				I do not know the details for the loan accounts that I require information about (We'll send information about all of the loan accounts held with Bank of Scotland)						
First loan account (if applicable)			Second I	oan account	(if applicable	e)				
Your branch sort code Your loan account number				Your branch	sort code	Your loan	account number			
Do you require all information on this loan account? Yes No				Do you requ	iire all informatio	n on this loan acco	ount?	Yes No		
If No what information do you require (please cross all that apply):				If No what in	nformation do you	ı require (please cı	ross all that apply):		
Statemer	Bank charges	Complaint file	Debt management	Application agreements	Statement	Bank charges	Complaint file	Debt management	Applicatio agreemen	
Other (p	lease specify)				Other (pleas	se specify)				۱
Complaint number (if applicable)			Complaint n	umber (if applical	ole)					
Debt management number (if applicable)					Debt manag	gement number (if	applicable)			

Date from

Please note: We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

Choose a time period/date range (not applicable if **all information** was selected)

Date to

Date from

Please note: We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.

Choose a time period/date range (not applicable if **all information** was selected)

Date to

M

3	Product details you are requesting information on	continued			
3.3	Mortgage accounts				
Please c	hoose the relevant option (please cross one box only):				
I want to	request data for all my mortgage accounts	I know some of the details for the mortgage accounts that I require information about (We'll send information about all of the mortgage accounts held with Bank of Scotland)			
	he details for the mortgage accounts that I require ion about (Please complete details for up to two mortgage s below)	I do not know the details for the mortgage accounts that I require information about (We'll send information about all of the mortgage accounts held with Bank of Scotland)			
First n	nortgage account (if applicable)	Second mortgage account (if applicable)			
Your bra	nch sort code Your mortgage account number	Your branch sort code Your mortgage account number			
If you do details b	on't know the mortgage account number please give the property elow	If you don't know the mortgage account number please give the property details below			
	Postcode	Postcode			
Do you	require all information on this mortgage account? Yes No	Do you require all information on this mortgage account? Yes No			
If No w	nat information do you require (please cross all that apply):	If No what information do you require (please cross all that apply):			
Statemen		Statement Bank Complaint Debt Application agreements			
Other (p	lease specify)	Other (please specify)			
Compla	nt number (if applicable)	Complaint number (if applicable)			
Debt ma	nagement number (if applicable)	Debt management number (if applicable)			
Choose	a time period/date range (not applicable if all information was selected)	Choose a time period/date range (not applicable if all information was selected)			
Date fro	Date to Date t	Date from Date to D M M Y Y Y D D M M Y Y Y Y Y D D M M Y Y Y Y Y Y Y Y			

Please note: We will endeavour to provide the data selected, however this may

not be possible as Bank of Scotland may not hold the data for the whole of the

date range selected.

Please note: We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the

date range selected.

3	Product details you are requesting information on					
3.4	.4 Bank accounts					
Please choose the relevant option (please cross one box only):						
I want to	request data for all my bank accounts	I know some of the details for the bank accounts that I require information about (We'll send information about all of the bank accounts held with Bank of Scotland)				
	he details for the bank accounts that I require information lease complete details for up to two bank accounts below)	I do not know the details for the bank accounts that I require information about (We'll send information about all of the bank accounts held with Bank of Scotland)				
First b	ank account (if applicable)	Second bank account (if applicable)				
	nch sort code Your bank account number	Your branch sort code Your bank account number				
Do you	equire all information on this bank account? Yes No	Do you require all information on this bank account? Yes No				
If No w	at information do you require (please cross all that apply):	If No what information do you require (please cross all that apply):				
Stateme	Bank Complaint Debt Application charges file management agreements	Statement charges file Debt Application agreements				
Other (p	lease specify)	Other (please specify)				
Compla	nt number (if applicable)	Complaint number (if applicable)				
Dobt me	nagement number (if applicable)	Debt management number (if applicable)				
Debtilla	падешент пишьет (п аррпсавте)	рев тападетен питьег (п аррпсавте)				
Choose	a time period/date range (not applicable if all information was selected)	Choose a time period/date range (not applicable if all information was selected)				
Date fro	n Date to	Date from Date to				
D D	MMYYYYDDMMYYYY	DDMMYYYYDDMMYYYY				
not be p	note: We will endeavour to provide the data selected, however this may ossible as Bank of Scotland may not hold the data for the whole of the ge selected.	Please note: We will endeavour to provide the data selected, however this may not be possible as Bank of Scotland may not hold the data for the whole of the date range selected.				
3.5	Other products					
Please li	st the other products or accounts that you require information on and pro	ovide any additional information that may assist us in fulfilling your request				
To help us understand your request, please choose one of the following options (cross one box only):						
I'm look	ng for information about PPI	I'm looking for details about fraud on my account				
I'm look	ng for details about a complaint	I prefer not to say				
Other (please give details - e.g. you need the information to provide to your accountant)						

4 Your decla	ration (Mandatory)				
By submitting this form, I confirm that I understand that my identity will be checked in line with Lloyds Banking Group policy and that if any details do not match their records, they may need to contact me for further details.		if any details do not	Your signature		
			Date		
5 Next step:	5				
After we receive your request, you will be sent an acknowledgement letter. If you choose to receive the information digitally, it will be sent to the email address above. If post was chosen, you will receive the information to the registered correspondence address on our system.			If the information you submit does not match our records or your request is for one of our other Group companies, we may contact you for further information.		
6 How did y	6 How did you hear about this service (optional)				
Please tell us how you Online Other (please specify)	heard about our information service Branch	e request: Telephone banking			