

Data Rectification Request Form

This form is for any person who wishes to apply for personal data held by a company within the Stagecoach UK Bus division to be rectified. Please read the Guidance Notes below before completing this form.

A separate form should be completed for each individual.

NOTE: This is not a mandatory form – Data Rectification Requests made in other formats will also be accepted but this form is designed to speed up the process or record information if a request is made verbally.

Guidance

Which sections should I complete?

Sections 1, 2, 3 and 4 should be completed for all applications for personal data to be rectified.

Sections 5 and 6 (Representative details and Authority to Rectify Information at the request of a Representative) should only be completed if the application is being made by a Representative (i.e. someone other than the Data Subject themselves) with authority to make the request.

Section 3 (Proof of the Data Subject's identity) - If none of the forms of identity listed are available, we may, in exceptional circumstances, accept alternatives for consideration. Please use the contact information on page 2 in this circumstance.

If satisfactory proof of identity cannot be provided, an application will be rejected.

This form is designed to assist the process of making a request to rectify personal information and, as a consequence, may speed the process up; it is not mandatory and Data Rectification Requests made in other formats will also be processed.

How long will it take to rectify the data?

Once we are satisfied that the Data Subject or Representative is authorised to rectify the personal information, a response will be provided within one month from the date that we accept your application for processing.

Records may be held in several different locations in paper and electronic formats. If you only require specific information to be rectified and you clearly state what that is – for example, a specific document or IT-only data – then a quicker disclosure may be possible.

Data Rectification Request Form

General Notes

1. We will not acknowledge your application in writing but we will provide you with a reference number when we begin to process your request.
2. When we receive requests for data to be rectified for Data Subjects aged 13 or over, we require their signature of authority and proof of identity before rectifying data. A separate application form should be completed for each individual. Sections 5 and 6 should be completed by a parent/guardian or representative for Data Subjects under 13.
3. We will not disclose a Data Subject's information by telephone. Disclosure by post is usually made by First Class post to the address you provide in section 1 or, if appropriate, to the address of your Representative named in Section 6.
4. If Sections 1-4 or 1-6 are completed by a member of staff on behalf of the Data Subject, please note that we will still need to communicate with the Data Subject to confirm their identity prior to the release or amendment of information. A member of staff should complete the document with sufficient information to allow the business to action the request.

Send the completed form & proof of identity

to:

FAO Data Controller
Stagecoach UK Bus
One Stockport Exchange
20 Railway Road
Stockport
SK1 3SW

Or email pages 3-7 of this document to: ukbus.datacontroller@stagecoachbus.com

Process

After you have notified Stagecoach of a Request to Rectify Information, the Data Subject, their Representative or a member of Stagecoach Staff will need to complete this document.

A **reference number** will be provided and the form should be sent or emailed as above in a secure manner.

If you are emailing the information to the above email address, please ensure the information is encrypted or password protected and ask for a mobile phone number to which you can send the password, along with your **reference number**.

Stagecoach will contact you within a month of confirming that you are authorised to request the action set out in the form.

Data Rectification Request Form

Section 1 – Data Subject information

Reference number: (supplied to you on your email)	
Date of Request:	
Title (please tick one):	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Title (please state):
Forename(s):	
Family Name:	
Other name(s) known by: Include only if this is relevant to your request	

Contact Address:	
Postcode:	
Contact Number: We may need to get in touch to clarify your request.	
Email Address(es):	

Section 2 – Details of information you are requesting to be rectified

For ease of processing your request, please confirm your relationship with us:

Customer Employee

Former Employee Other, please specify

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Data Rectification Request Form

Please advise, in as much detail as possible, the information you would like rectified. We will amend the requested details if it is possible to do so. Please note it will not be possible to change information related to any transactions which have already occurred. Please let us know if you are aware of any specific app or account in which your data is held as this will help us in processing your request.

Section 3 – Proof of the Requestor’s identity

Before rectifying information we need to be sure of the Requestor’s identity.

We will normally only require one form of identification which we will hold securely for a maximum of 6 months after the conclusion of the Rectification Request. If you are a current employee and are known to the person processing your request, formal identification may not be required. Privacy is important to us and we will always seek identification to protect the personal data we hold.

Please DO NOT send an original passport, driving licence or identity card.

As noted in the process on page 2, once the request has been received the Requestor will receive a **reference number**. Please provide this when you send any other requested information either by post or email.

If you are emailing proof of identity, please ensure the information is encrypted or password protected and ask for a mobile phone number to which you can send the password, **along with your reference number**.

Data Rectification Request Form

If sending the proof of identity by post, please mark this Private and Confidential and send to the address on page 2, enclosing your **reference number**.

Acceptable means of identification –

Utility Bill	<input type="checkbox"/>
Passport/Travel Document	<input type="checkbox"/>
Photo Driving Licence	<input type="checkbox"/>
Foreign National Identity Card	<input type="checkbox"/>

Section 4 – Declaration

The information which I have supplied in this application is correct, and I am the person to whom it relates. I understand that a Stagecoach UK Bus company may need to obtain further information from me in order to comply with this request.

Signature of Data Subject:	Date:
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Please note that the Stagecoach Bus Customer Privacy Policy can be found at <https://www.stagecoachbus.com/privacy-policy>

For Employees, the Employee Privacy Policy will be available on the Company intranet, at your place of work or available on request from ukbus.datacontroller@stagecoachbus.com.

Please note replies will occur during business hours.

Data Rectification Request Form

Section 5 – Representative Details

Before rectifying information under a Data Subject Request we need to be sure of the identity and legal authority of any Representative. We will reply to the address you provide in this section.

Name of Representative:	
Company Name if applicable:	
Address & Postcode:	
Daytime Telephone No:	
Email Address:	

Section 6 – Authority to release information to a Representative

A Representative needs to obtain authority from the Data Subject before personal data can be rectified. The Representative should obtain the Data Subject's signature below, or provide a separate note of authority. This must be an original signature, not a photocopy (tip: using blue ink often helps verification).

If the Representative is signing as the guardian of a Data Subject under 13, proof of legal guardianship must also be provided.

I hereby give my authorisation for the Representative named in Section 5 of this form to make a request on my behalf for data to be rectified under the General Data Protection Regulation.	
Signature of Data Subject	Date:
Signature of Representative:	Date:
By ticking this box I hereby confirm that I am the parent/legal guardian of the Data Subject	<input type="checkbox"/>

Data Rectification Request Form

Section 7 – Timescale

If you have specific reasons for requiring data by a set date please give details below:

(a) Date required:
(b) Reason (please state and supply supporting evidence):

Checklist

- Have you completed all relevant sections of the form?
- Have you provided as much information as possible in Section 2 to enable us to manage your request?
- Have you enclosed a means of formal identification?
- Have you signed the declaration in Section 4?
- If you are a Representative, has the Data Subject signed the authority in Section 6 or provided a separate signed note of authorisation?