Subject Access Request Form – Dial-a-Ride

This form and guidance notes are intended to support individuals requesting access to their own personal information held by Transport for London (TfL) and/or one of its operating subsidiaries (including London Underground Limited (LUL), Docklands Light Railway Limited, Victoria Coach Station Limited, etc).

To enable us to respond to your request promptly, please ensure that you have read [Appendix 1](#Appendix1) of this form before completing all of the relevant sections in as much detail as possible. The completed form should be sent to Dial-a-Ride at the contact details provided in section 6. If you need further assistance please email: [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk). You are not required to complete this form however it may help you set out your request.

1. Your details

|  |  |
| --- | --- |
| Name: |  |
| Address:  Postcode: |  |
| Telephone number: |  |
| Email address: |  |

**2. Are you the Data Subject (the individual whose personal data is being requested)?**

|  |  |
| --- | --- |
| Yes: | Please provide proof of your identity, for example a photocopy of a valid passport or photocard driving licence; We may also request proof of address, if required. **Please go straight to section 5 of this form** |
| No: | Are you acting on behalf of the Data Subject with their explicit consent, or with the appropriate legal authority? If so, this must be evidenced in writing and enclosed with this form. You must also enclose proof of the Data Subject’s identity and address as described above. **Please ensure that you complete sections 3 and 4 of this form** |

3. Details of the Data Subject *(If different to those provided in section 1)*

|  |  |
| --- | --- |
| Name: |  |
| Address:  Postcode: |  |
| Telephone number: |  |
| Email address: |  |

**4. Legal status in relation to the Data Subject** *(If you are not the data subject please briefly describe your relationship with them (eg legal adviser, spouse, parent, carer, etc) and explain why you are making this subject access request on their behalf)*

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**5. Personal information required** *(Please describe as precisely as possible the nature of the personal data you are requesting; and provide any additional details which may help us to locate it. Please continue on a separate sheet if necessary)*

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|  |

6. Submitting your request

Please email your completed copy marked ‘Private and Confidential’ to [DAR@tfl.gov.uk](mailto:DAR@tfl.gov.uk)

Or send the completed copy of this form in a securely sealed envelope marked ‘Private and Confidential’, to the following address:

Dial-a-Ride, Transport for London, PO Box 68799, London, SE1P 4RD

Remember to include:

* Proof of your identity (or, if you are not the Data Subject: proof of the Data Subject’s identity and address; and any relevant documents which give you the legal authority to make this request)
* A clear and concise description of the personal information being requested.

I understand that it may be necessary for me to provide additional information in order for TfL to confirm my identity (or that of the Data Subject) and/or locate relevant personal information. The statutory response period of one month specified in data protection legislation will not commence until TfL is satisfied in this regard and has received any additional information it has requested in order to process this request.

APPENDIX 1

**Guidance on completing this Subject Access Request Form:**

In order to help us identify and locate your personal data, please be as specific as possible when describing both the information you believe may exist and its possible sources. Making a request such as ‘I require all information that TfL holds about me’ will in most circumstances, mean that TfL is unable to provide you with your personal information. Data protection legislation allows TfL to ask you for further clarification where appropriate; and we will not be able to begin processing your request until that clarification has been provided.

Below are guidelines on the type(s) of information which will help us carry out a comprehensive search for any personal information to which you may be entitled. This information should be provided in section five of the Subject Access Request Form.

**1. All requests:** Please provide as much information as you can about:

* What you are requesting (this may include a description of the purpose for which your personal information is being processed by TfL, the format it is held in, etc);
* Who may hold the information (ie a business area, service provider or individual employee);
* The approximate dates between which relevant material was created (eg between 10 June 2011 and 5 December 2011).

**2. Requesting specific documents:** If you think your personal information may appear in a specific document (or set of documents), please provide as much information as you can about:

* The subject matter of the document(s) and which TfL employee/business area created it;
* The date (or approximate date) on which each document was created;
* The format in which the document is held (eg a paper copy, a Word document saved on a shared drive, on a CDR, etc).

**3. Requesting email messages:** If you think your personal information may appear in specific items of email correspondence, please provide as much information as you can about:

* The name(s) of the TfL employee(s) who may have sent/received the email(s) and if possible, their job title/department (to help distinguish them from others of the same name);
* The dates between which the emails were sent (eg 10 May 2014 and 5 July 2014 etc);
* Any key words or phrases relating to the subject matter of the email correspondence.

**4. Requesting CCTV footage:** If you think your personal information may appear in footage captured by TfL’s CCTV cameras, please provide as much information as you can about:

* The relevant date, location and approximate time;
* A description of what is happening in the footage;
* A detailed description of what you were wearing/carrying at the time;
* A recent full-length colour photograph of you.

**Please note:** CCTV footage from LU Stations is normally retained for a maximum of 14 days.

**5. Requesting telephone call recordings:** If you think your personal information may appear in a recording of a telephone conversation, please provide as much information as you can about:

* The TfL employee and/or business area that made or received the telephone call;
* The date and approximate time of the call.