

Student Loans Company

**Subject Access Request Form**

**What you need to know**

This form allows you (or an authorised person) to request information that we hold about you. This is called making a Subject Access Request (SAR) and it is governed by UK data protection legislation.

# Are your details up to date?

It’s vital that the personal details we have for you are up to date. If for example you’ve changed your name, email/postal address or any other contact details since you last contacted us, then you need to go to

[**www.slc.co.uk/contact**](https://www.gov.uk/government/organisations/student-loans-company)and update your personal details before you make this SAR. If the personal details we hold don’t match what’s on this form when you submit it, then we won’t be able to process your SAR.

# Does it cost anything to make a SAR?

Making a SAR is usually free, although there may be a fee for more complex requests.

# How long will it take us to respond?

It can take up to one month for us to provide the information you’ve requested, but it may take longer if you’ve asked for more complex or detailed information. If it’s going to take longer than one month to complete your request, then we’ll let you know as soon as possible.

# How will we respond?

We’ll email you the completed response to make sure that you get the information you’ve requested as soon as possible and it will be sent securely, to make sure only you can access it. You can choose to receive a response by post instead, but it may take longer to reach you.

# How will we use the details you provide?

The details you provide on this form will be used to confirm your identity (or that of the person making the

request on your behalf) and to ensure we can fully understand and accurately respond to your request.

# Where should you send your form?

You should return this form either by post to:

Subject Access Requests

Verification Operations

Student Loans Company Limited

4th Floor

10 Clyde Place

Glasgow G5 8DF

or email to: Subject\_Access\_Request@slc.co.uk

**Section 1 Whose information is being requested**

Are you asking for information about yourself, or on behalf of someone else?

About myself

On behalf of someone else

# Complete sections 4 to 6

**Complete sections 2 to 6**

**Section 2 Third Party authorisation**

If you’re completing this SAR on behalf of someone else, you must have their written permission giving you the authority to do this. If permission is not given, then the SAR will not be processed. Please ask the person whose information you’re requesting to complete, sign and date the box below.

This authorisation only extends to the SAR being made on this form. Upon completion of this SAR, you will no longer hold any authority to access any information we hold for this person.

If you’ve already sent us evidence to prove that you hold a Power of Attorney for the person whose information you’re requesting, you don’t need them to complete this section.

**Authorisation for a third party to request information on my behalf**

Name of the third party

Name of the person whose information is being requested Signature of the person whose information is being requested

Date

Day Month Year

**Section 3 Third Party details**

If you’re completing a SAR on someone else’s behalf, provide your details in the box below.

**Please Note:** fields marked \* are mandatory.

First name(s) \*

Surname \*

Company name (if applicable)

Address \*

Postcode \*

Contact telephone number

Mobile telephone number (mandatory for email response) \*

Email address (mandatory for email response) \*

What is your relationship to the person whose information you’re requesting? \*

**Section 4 Details of the person whose information is being requested**

Provide the details of the person whose information you’re requesting in the box below; or

If you’re requesting information about yourself, then it’s important to make sure your personal details are up to date before submitting this SAR. Go to [**www.slc.co.uk/contact**](https://www.gov.uk/government/organisations/student-loans-company)if you need to update any of your details first.

**Please Note:** fields marked \* are mandatory

First name(s) \*

Surname \*

Date of birth \*

Day Month Year

Customer Reference Number/Loan Account Number (mandatory if you don’t provide a National Insurance number)\*

National Insurance number

(mandatory if you don’t provide a Customer Reference Number/Loan Account Number)\*

Tick this box if you want us to respond to your SAR by post instead of email

# Contact details

You should only provide these if you’re requesting your own information.

*If you’re an authorised third party requesting information on behalf of someone else, we’ll respond using the details you supplied on page 3.*

Current address \*

Current postcode \*

Contact telephone number

Mobile telephone number (mandatory for email response) \*

Email address (mandatory for email response) \*

**Section 5 What do you want to know?**

Please provide details of the information that you require in the box below. Try to be as specific as possible with your request (eg. specify dates) so that we can try to locate it as quickly as possible.

Please note that requests for certain information may take longer than one month to process and may incur an administration fee. If that is the case, we’ll contact you after we receive the SAR to let you know.

|  |  |  |
| --- | --- | --- |
| **Information Required** | **Date from** | **Date to** |
|  |  |  |

# Please now read sign and date the declaration on the next page.

**Section 6 Requestor declaration**

I confirm that, to the best of my knowledge and belief, the information I have provided is true and complete, and I recognise that by providing inaccurate or incomplete information my request may be delayed or rejected.

Your full name Signature

Date

Day Month Year

# What happens next?

We’ll contact you to confirm that we’ve received your SAR form and let you know whether we can process

your request.