

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 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, address or any other contact details since you last contacted us you need to go to www.gov.uk/contact-student-loans-company to update your personal details before you make a SAR. If the personal details we hold don't match what's on this form when you submit it, we won't be able to process the 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 can take longer if you've asked for more complex or detailed information. If it will take longer than one month to get what you've asked for we'll let you know.

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 by post to:

Subject Access Requests
Verification Operations (4th Floor)
Student Loans Company Limited
10 Clyde Place
Glasgow
G5 8DF

or email to: dsr_slc@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

Complete sections 4 to 6

On behalf of someone else

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

Today's date

Day Month Year

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Section 3 Third Party details

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

If you're asking for information about yourself, go to section 4.

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.

If you're requesting information about yourself, it's important to make sure your personal details are up to date before submitting this SAR. Go to www.gov.uk/contact-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

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Customer Reference Number/Loan Account Number
(mandatory if you don't provide a National Insurance number)*

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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National Insurance number

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

<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>
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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:

Call recordings are not routinely provided unless specifically requested; and
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.

Additional information	Date from	Date to

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

Today's date

Day Month Year

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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.