

Subject Access Request Form

What you need to know

This form allows you, or an authorised person, to request a copy of your personal information. This is called making a Subject Access Request (SAR) and is governed by UK Data Protection legislation.

Are your details up to date?

It is vital that your personal information is accurate and up to date. If, for example, you have 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 information before you make a SAR. If the personal information we hold does not match what is on this form when you submit it, we will not 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 have requested but it can take longer if you have asked for more complex or detailed information which requires an extension. If we need to ask for further personal information to identify you, the timeframe for your SAR will not begin until we have received the requested information. In such cases we will advise you when you can expect to hear back from us.

How will we respond?

We will email you the completed response to make sure that you get the information you have requested as soon as possible. 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
Repayment Enablement, Infrastructure & Verification (4th Floor)
Student Loans Company Limited
10 Clyde Place
Glasgow
G5 8DF

or email to: **dsr_slc@slc.co.uk**

What happens next?

We will contact you to confirm that we've received your DSAR form and let you know whether we can process your request.

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 are 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 do not 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"/>	<input type="text"/>
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Section 3 Third Party details

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

If you are 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 are 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 are requesting information about yourself, it is important to make sure your personal information is up to date before submitting this SAR. Go to **www.gov.uk/contact-student-loans-company** if you need to update any of your personal information first.

Please note: Fields marked * are mandatory

First name(s) *

Surname *

Date of birth *

Day Month Year

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Customer Reference Number/Loan Account Number
(mandatory if you do not provide a National Insurance number) *

National Insurance number
(mandatory if you do not provide a Customer Reference Number/Loan Account Number) *

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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 are requesting your own information.

If you are an authorised third-party requesting information on behalf of someone else, we will 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 personal information that you would like a copy of in the box below. Try to be as specific as possible with your request (eg. specify dates, events, or with whom you were corresponding) 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 will contact you after we receive the SAR to let you know.

Additional information	Date from	Date to

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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