



Mallow Credit Union Ltd

Credit Union use only: Ref. No: CUSR -

SUBJECT RIGHTS REQUEST FORM

This form is to be used by individuals who wish to exercise their rights under data protection law. It will be of particular use if you are requesting to find out what information, if any, the credit union is holding or is processing that relates to you. There is a guide to assist you in filling in this form. The information requested below will help the credit union (a) satisfy itself as to your identity and (b) help you exercise your rights (subject to any exemptions or restrictions) including find any personal data held about you. Please complete the areas below.

Section 1 – About yourself¹

Title (Mr, Mrs, Ms etc.)		Date of Birth	___/___/___
Surname/Family Name			
First Names			
Maiden/Former surnames			
Telephone Number (Day)			
Email address			
Home Address			
Member Account Number			

Section 2- Requests Made on a Data Subject's Behalf²

Please complete this section of the form with your name and contact details if you have legal authority to act on the data subject's behalf.

First and last name:	
Home address:	
Eircode/Postcode:	
Date of birth:	

¹ Proof of identity-To help establish your identity and ensure that we only send personal data to whom it belongs, we may ask you provide additional documentation to us. We accept a photocopy or a scanned image of one of the following as proof of identity: [passport or photo identification such as a driver's license, national identification number card, or birth or adoption certificate, ML10]. [Please also attach a copy of a bank or credit card statement or utility bill showing your current address and dated within the last three months.] If you have changed your name, please provide the relevant documents evidencing the change, bank statement, child benefit book, pension book (or other equivalent/similar official document)

² Requestor's will have to establish proof of identity and legal authority. We may accept a copy of the following as proof of your legal authority to act on the data subject's behalf: [a written consent signed by the data subject, a certified copy of a Power of Attorney, or evidence of parental responsibility].

Telephone number:	
E-mail address:	

Section 3 – Which Right(s) are you exercising?

Right	Please tick appropriate box
Information i.e. our Privacy Notice(s)	☐
Access their own personal data (Subject Access Request)	☐
Rectify personal data	☐
Erase personal data	☐
Restrict data processing	☐
Object to data processing	☐
Receive a copy of your personal data or transfer their personal data to another data controller (Portability)	☐

Section 4 – Helping us with your rights request

Please tick ✓ the relevant box below to provide further details that may help to deal with your rights request. For subject access requests, please provide as much details as possible to help us locate the information sought.

For example specific documents or information that you are seeking, a credit union reference number, types of document, the likely location of the information, any relevant time periods any other information to help us locate your personal information.

Please ✓
As required

Loan Documentation (includes Loan Applications, Back up Documentation & Credit Agreements)	☐
Withdrawals	☐
Membership Documents (includes Membership Application, Nomination Form & ID Documents)	☐
Direct Debit Mandates	☐
Other (Please supply as much detail in the box below with regard to specific information regarding your access request)	☐

If you are making a subject access request and would like to receive a copy of the personal data you are requesting access to, please indicate below whether you would like a hard copy or an electronic copy	Hard copy	☐
	Electronic copy	☐

Section 5 – Declaration

Declaration (to be signed by the applicant)

I confirm that the information provided on this form is correct and that I am the person whose name appears on this form. I understand that: (1) Mallow Credit Union may confirm proof of identity and may need to contact me again for further information; (2) my request will not be valid until the credit union receives all of the required information to process the request; and (3) I am entitled to one free copy of the personal data I have requested, and acknowledge that for any further copies I request, the credit union may charge a reasonable fee based on administrative costs.

Signature		Date	
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Warning – attempting to obtain personal data to which you are not entitled may be an offence under the data protection legislation

Authorised Person Signature

I confirm that I am authorised to act on behalf of the data subject. I understand that Mallow Credit Union must confirm my identity and my legal authority to act on the data subject's behalf, and may need to request additional verifying information.

Signature		Date	
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Checklist (for Credit Union use only)

Date Application Rec'd		Application Signed	Yes / No
Identification (a) - Details		Application Complete	Yes / No
Identification (b) - Details		Further ID Info requested	Yes / No
Original Docs. Returned		Identification checked	

Information and guidance to completing the application form

These notes are intended only as a guide to completing the Data Access Request form, not as a guide to data protection legislation.

Section 1 – About Yourself

Please give us information about yourself that will assist us in dealing with your rights request. You should complete this section fully and carefully as the information will be used as the basis for our dealing with your request.

For your protection, any correspondence that we send you (including any information that we send to you in response to your request) will be sent only to the home address that we have on file for you.

Section 2- Requests Made on a Data Subject's Behalf³

Where a request is received in relation to someone else we will also require the requesting party to establish proof of identity and the legal authority upon which they operate for the data subject. We may accept a copy of the following as proof of your legal authority to act on the data subject's behalf: [a written consent signed by the data subject, a certified copy of a Power of Attorney, or evidence of parental responsibility]

Section 3 – Which Right(s) are you exercising?

Data subjects have certain rights under the GDPR including the right to:

- Information about the processing ie our Privacy Notice(s)
- Access their own personal data (Subject Access Request)
- Rectify personal data
- Erase personal data
- Restrict data processing
- Object to data processing
- Receive a copy of their personal data or transfer their personal data to another data controller (Portability)

To help us with your rights request, we would ask to you tick the appropriate box that your request relates to.

Please note that rights these rights are not always absolute and the exercise of rights will be dependent upon the legal basis by which we process your personal data and any exemptions set out under data protection legislation. Where this applies, we will let you know.

³ Requestor's will have to establish proof of identity and legal authority. We may accept a copy of the following as proof of your legal authority to act on the data subject's behalf: [a written consent signed by the data subject, a certified copy of a Power of Attorney, or evidence of parental responsibility]

Subject Access Requests

In response to your request, we will provide you with the information required by Article 15 of the GDPR, including information on:

- The purposes of processing.
- Categories of personal data processed.
- Recipients or categories of recipients who receive personal data from us.
- How long we store the personal data, or the criteria we use to determine retention periods.
- Information on the personal data's source if we do not collect it directly from you.
- Whether we use automated decision-making, including profiling, the auto-decision logic used, and the consequences of this processing.
- Your right to:
 - request correction or erasure of your personal data;
 - restrict or object to certain types of processing with respect to your personal data; and
 - make a complaint with the Data Protection Commissioner.

If the information you request reveals personal data about a third party, we will either seek that individual's consent before responding to your request, or we will redact third parties' personal data before responding. If we are unable to provide you with access to your personal data because disclosure would violate the rights and freedoms of third parties, we will notify you of this decision.

Data protection legislation may allow or require us to refuse to provide you with access to some or all of the personal data that we hold about you, or we may have destroyed, erased, or made your personal data anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal data, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

Processing by the credit union

Applications will be processed promptly, but in any event a response will be made within one month, as permitted under the data protection legislation, from the date that we accept the properly completed application along with your proof of identity and fee.

An application will not be accepted or processed unless the application is submitted correctly with all relevant information being supplied, proof of identity provided. We will contact you should we require further information or need to extend our response time (along with an explanation for the delay).

We will not charge for data access requests unless the requests are unfounded or excessive. If requests are unfounded or excessive, we may either:

- charge a reasonable fee considering the administrative costs of providing the information or taking the requested action; or
- refuse to act on the request.

Section 4 – Helping us with your rights request

In order to assist us with the rights request, please provide as much detail as possible about the right you are trying to exercise. In relation to subject access requests, please include time frames, dates, names, types of documents, file numbers, or any other information to help us locate your personal data.

We will contact you for additional information if the scope of your request is unclear or does not provide sufficient information for us to comply with your rights request. We will begin processing your access request as soon as we have verified your identity and have all of the information we need to understand and comply with your request.

Section 5– Declaration

Please sign and date the application.

Warning – attempting to obtain personal data to which you are not entitled may be an offence under data protection legislation

Submission

When you have completed the form, please send it to us at:

**Data Protection Officer
Mallow Credit Union Ltd
Main Street
Charleville
Co Cork**

Forms that are incomplete will be returned. We reserve the right to refuse to act on your request if we are unable to identify you.

Your Checklist

This is a brief checklist to ensure that you have completed the form properly.

- Is your contact information correct? ☐
- Have you enclosed acceptable identification? ☐
- Have you provided information to assist us in complying with your Rights request e.g. identifying and finding the information? ☐
- Have you completed all the sections? ☐
- Have you signed the form? ☐