

**PDF SUBJECT ACCESS REQUEST APPLICATION**

The asterisk (\*) symbol denotes required fields.

If you are submitting this request for yourself, please complete pages 1 - 3.

If you are submitting this request on behalf of someone else, please complete pages 4 - 6.

Please can you provide your account number so we can process your Subject Access Request ('SAR').

If you are Severn Trent's employee, former employee or prospective employee and you wish to make a SAR, do not use this form. You can make a SAR by completing the forms linked here:

- 1) [Former employee SAR](#);
- 2) [Prospective employee SAR](#).

If you prefer to make your request through other means, you can call us, write an email or send us a letter. For more information on alternative ways to submit your request, please see "Section 2 How do you contact us?" or "Section 14 Contacts, queries and complaints of our [Privacy Notice](#)".

**Personal Verification Details**

***We require proof of your identity before we can respond to your access request.***

Account Number:	
Full Name*	
Address Line 1*	
Address Line 2	
Town/City*	
Postcode*	

*Contact details collected here are for the purposes of verifying and processing this request.*

Please provide a photocopy or a scanned image of one of the following as proof of identity (Please tick which form of identity you intend to provide):\*

- Passport or photo identification such as a driving licence; or
- 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 do not have any of these forms of identification available, please contact [CustomerSAR@severntrent.co.uk](mailto:CustomerSAR@severntrent.co.uk) for advice on other acceptable forms of identification.

**We will send your personal data electronically to the email address you provide below.** If you want to receive your personal data in the post, please select the option below:

- Receive via post

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If you have requested your data via post, does the address you would like your data posting to differ from the one listed above?

- NO
- YES

If YES, please specify: \_\_\_\_\_

Do you have any accessibility requirements?

- NO
- YES

If YES, please specify: \_\_\_\_\_

Your telephone:\*

Please enter a valid telephone: \_\_\_\_\_

Email:\*

Please enter a valid email address: \_\_\_\_\_

**What personal data would you like to receive? (Please tick below):**

- Your Information (e.g. name, address, email):
- Contact History (e.g. notes, invoices and correspondence)
- Payment History (e.g. details of payment made)
- Meter Reading History (e.g. readings of your meter)
- Other (you can explain what information your request involves in detail below)

**Further details on what you are looking for – please provide clear categories where possible so that we can search more effectively for what you are requesting:**

How long would you like to go back? We can send you all of your personal data or just the last 1, 3, 6, or 12 months' worth OR you can enter a date range.

**Personal data covered by your request going back from date of submission for:**

- One Month
- 3 Months
- 6 Months
- 1 Year
- All
- OR a date range ++



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++ Enter the dates (for which you want your personal data) below.

Date From: \_\_\_\_\_

Date To: \_\_\_\_\_

**I declare that the information given is correct and that I am entitled to apply for access to the personal data detailed in this form under data protection legislation.**

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please return this form to:

[CustomerSAR@severntrent.co.uk](mailto:CustomerSAR@severntrent.co.uk)

Or by mail:

SAR Officer  
Customer Delivery  
Severn Trent Centre  
2 St John's Street  
Coventry  
CV1 2LZ

Once you submit this form we will send you an acknowledgement email and then within one calendar month from receipt of your SAR we will provide you with either the results of the SAR or update you as to our progress. Please note, if you do not provide identity verification, the one-month deadline will not begin until you do so. Please also note that sometimes exemptions to the right of access apply (in whole or part), and if this is the case, we will inform you.

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**Made on behalf of an individual**

Please complete this form if you are making the request on behalf of someone else.

The asterisk (\*) symbol denotes required fields.

If you wish to make a SAR on behalf of Severn Trent's employee, former employee or prospective employee, do not use this form. You can make a SAR by completing the forms linked here:

- 1) [Former employee SAR;](#)
- 2) [Prospective employee SAR.](#)

If you prefer to make your request through other means, you can call us, write an email or send us a letter. For more information on alternative ways to submit your request, please see Section 2 "Who are we" or Section 14 "Contacts, queries and complaints" of our [Privacy Notice.](#)

**Personal Verification Details**

***We require proof of your identity and the identity of the data subject before we can respond to your access request.***

Account Number of the individual you make a request on behalf of (not required):

Full Name of the individual you make a request on behalf of:\*

Address Line 1 of the individual you make a request on behalf of:\*

Address Line 2 of the individual you make a request on behalf of:\*

Town/City of the individual you make a request on behalf of:\*

Postcode of the individual you make a request on behalf of:\*

Email of the individual you make a request on behalf of:\*


**PDF SUBJECT ACCESS REQUEST APPLICATION**

Your full name:\*  
Please enter a valid full name:

Your telephone:\*  
Please enter a valid telephone:

Your email:\*  
Please enter a valid email address:


*Contact details collected here are for the purposes of verifying and processing this request.*

Please provide a photocopy or a scanned image of one of the following as proof of **your identity** (Please tick which form of identity you intend to provide):\*

- Passport or photo identification such as a driving licence; or
- A copy of a bank or credit card statement or utility bill showing your current address and dated within the last three months.

Please provide a photocopy or a scanned image of one of the following as proof of **the identity of the data subject** (Please tick which form of identity you intend to provide):\*

- Passport or photo identification such as a driving licence; or
- 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 do not have any of these forms of identification available, please contact [CustomerSAR@severntrent.co.uk](mailto:CustomerSAR@severntrent.co.uk) for advice on other acceptable forms of identification.

**Evidence that you are authorised to act on behalf of an individual:\***

*Please provide appropriate evidence, e.g. a written authority signed by the individual, electronically signed letters of authority or documented powers of attorney.*

*Describe what this evidence is in the box and attach a copy to this form or your covering email.*

Please note that without evidence that you are authorised to act on behalf of an individual, we are not required to comply with your request. However, if we are not satisfied that you have the appropriate authority, we will still respond to you and explain why we will not comply with your request.

**We will send the data subject’s personal data electronically to the email address you provide below.** If you want to receive the data subject’s personal data in the post, please select the option below:

- Receive via post

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If you have requested your data via post, please provide details of the address you would like the personal data to be sent to: \_\_\_\_\_

\_\_\_\_\_

Do you have any accessibility requirements? \*

- NO
- YES

If YES, please specify: \_\_\_\_\_

**What personal data would you like to receive? (Please tick below): Personal data covered by your request:**

- Individual's Information (e.g. name, address, email):
- Contact History (e.g. notes, invoices and correspondence)
- Payment History (e.g. details of payment made)
- Meter Reading History (e.g. readings of individual's meter)
- Other (you can explain what information your request involves in detail below)

**Further details on what you are looking for – please provide clear categories where possible so that we can search more effectively for what you are requesting:**

How long would you like to go back? We can send you all of the individual's personal data or just the last 1, 3, 6, or 12 months' worth OR you can enter a date range.

**Personal data covered by your request going back from date of submission for:**

- One Month
- 3 Months
- 6 Months
- 1 Year
- All
- OR a date range ++

++ Enter the dates (for which you want the individual's personal data) below.

Date From: \_\_\_\_\_

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Date To: \_\_\_\_\_

I declare that the information given is correct and that I am entitled to apply for access to the personal data detailed in this form under data protection legislation.

**Signed:** \_\_\_\_\_**Date:** \_\_\_\_\_

Please return this form to:

[CustomerSAR@severntrent.co.uk](mailto:CustomerSAR@severntrent.co.uk)

Or by mail:

SAR Officer  
Customer Delivery  
Severn Trent Centre  
2 St John's Street  
Coventry  
CV1 2LZ

Once you submit this form we will send you an acknowledgement email and then within one calendar month from receipt of your SAR we will provide you with either the results of the SAR or update you as to our progress. Please note, if you do not provide identity verification, the one-month deadline will not begin until you do so. Please also note that sometimes exemptions to the right of access apply (in whole or part), and if this is the case, we will inform you.