



## **Subject Access Request Form**

Information Services Group

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# Subject Access Request Form

## Introduction

The General Data Protection Regulation (EU) 2016/679 and the UK version of the General Data Protection Regulation (EU) 2016/679 provides you, the data subject, with certain rights (please see Section 3) regarding the data/information we hold about you or to authorize someone to act on your behalf. Please complete this form if you wish to exercise any of these rights. Your request will be processed within one calendar month upon receipt of a fully completed form, proof of identity and our formal acknowledgement of the validity of your request.

## Proof of identity

We require proof of your identity before we can disclose personal data. Photographic proof of your identity should include a copy of two documents such as your passport, driving license OR National Identity card, AND a copy of one proof of address issued in the last six months e.g., bank statement, recent utilities bill or council tax bill. The documents should include your name, date of birth and current address. If you have changed your name, please supply relevant documents evidencing the change.

## Section 1

Please fill in your details (the data subject). If you are not the data subject and you are applying on behalf of someone else, please fill in the details of the data subject below and not your own.

**Title:** Mr.  Mrs.  Ms.  Miss.  Other (please specify)

**Surname/Family Name:**

**First Name(s)/Forenames:**

**Other Names/Previous Names (if applicable):**

**Date of Birth:**

**Address:**

**Postcode:**

**Country:**

**Email Address:**

**Daytime Telephone Number(s):**

**I am attaching/enclosing the following copies as proof of identity:**

**Select 2 from this list:**

Driving License:

Passport:

National Identity card:

**And a Recent Proof of Address (within the last 6 months)**

**Select 1 from this list:**

Bank statement:

Recent utilities bill:

Council tax bill:

**If none of these are available, please contact the ISG Privacy Officer for advice ([privacy@isg-one.com](mailto:privacy@isg-one.com) or +44 (0) 1483 514500)**

**Your relationship with ISG:**

Current employee:

Former employee:

Client/Supplier:

Other (please specify):

## Section 2

**Applicant details (if making a request on behalf of the person above)**

**Title:** Mr.  Mrs.  Ms.  Miss.  Other (please specify)

**Surname/Family Name:**

**First Name(s)/Forenames:**

**Address:**

**Postcode:**

**Country:**

**Email Address:**

**Daytime Telephone Number(s):**

**Relationship to person in section 1:**

**I am attaching/enclosing the following copies as proof of identity:**

**Select 2 from this list:**

Driving License:

Passport:

National Identity card:

**And a Recent Proof of Address (within the last 6 months)**

**Select 1 from this list:**

Bank statement:

Recent utilities bill:

Council tax bill:

**If none of these are available, please contact the ISG Privacy Officer for advice ([privacy@isg-one.com](mailto:privacy@isg-one.com) or +44 (0) 1483 514500).**

**I am attaching/enclosing the following copy as proof of legal authorization to act on behalf of the data subject:**

Letter of authority:

Lasting or Enduring Power of Attorney:

Evidence of parental responsibility:

Other (give details):

## Section 3

### Personal Information

Please try and tell us what specific information action you would like us to take and provide as many details as possible so that we can action your request as quickly as possible (e.g., dates, department, location):

- **Access your data** – the right to obtain access to your information.

Please confirm what personal information you require access to, providing as many details as possible.

- **Correction of your data** – the right to have your personal information rectified if it is inaccurate or incomplete;

Please tell us what specific information you require rectifying.

- **Erasure of your data** this is also known as ‘the right to be forgotten’ and, in simple terms, enables you to request the deletion or removal of your information where there’s no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions. For example, we have the right to continue using your personal data if such use is necessary for compliance with our legal obligations or for the establishment, exercise or defense of legal claims

Please tell us what specific data you request to be erased.

- **Restriction to process your data** – the right to ‘block’ us from using your personal information or limit the way in which we can use it. Please note that your right to restrict processing is limited in certain situations; for example when we are processing your personal information that we collected from you with your consent you can only request restriction on the basis of: (a) inaccuracy of data; (b) where our processing is unlawful and you don’t want your personal information erased; (c) you need it for a legal claim; or (d) if we no longer need to use the data for the purposes for which we hold it. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be ‘blocked’ to make sure the restriction is respected in future;

Please tell us what personal information you wish to restrict us from using.

- **Transfer of your data** – the right to request that we move, copy or transfer (where technically feasible) your personal information in a structured, commonly used and machine-readable format, for your own purposes across different services. For example, if you decide to switch to a new provider, this enables you to move, copy or transfer your information easily between our IT systems and theirs safely and securely, without affecting its usability. Please note, this right is limited to where: (a) you provided the personal data to us; (b) we are processing such data on the basis of your consent or to perform a contract with you; and (c) the processing is carried out by automated means;

Please tell us what personal information you wish us to transfer and to whom.

- **Objection to process your data** – the right to object to our use of your personal information including where we use it for our legitimate interests, direct marketing or where we use your personal information to carry out profiling to inform our market research and customer demographics.

Please tell us what personal information you object to us processing.





- **Withdrawal of consent to the processing of your data** – If you have given your consent to anything we do with your personal information, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal information with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal information for marketing purposes.

Please tell us what consent you are withdrawing

## Section 4

### Consent

Please tick **one** of following boxes and sign below:

I confirm I am the person mentioned in section 1 and I require action to be taken regarding my personal records as requested in section 3.	
I confirm I am the person mentioned in section 1 and I authorize the person mentioned in section 2 to request the actions described in section 3 to be taken regarding my personal records.	
I confirm that I am the person mentioned in section 2 and I have parental responsibility for the child in section 1.	
I confirm I am the person mentioned in section 2 and have been authorized to act as an agent/power of attorney for the person in section 1.	

## Data Subject Declaration

I certify that the information provided on this form is correct to the best of my knowledge and that I am the person to whom it relates. I understand that ISG is obliged to confirm proof of identity/authority and it may be necessary to obtain further information in order to comply with this subject access request before ISG can formally respond.

Name:

Signature:

Date:

## Authorized person – Declaration (if applicable):

I confirm that I am legally authorized to act on behalf of the data subject. I understand that ISG is obliged to confirm proof of identity/authority and it may be necessary to obtain further I information in order to comply with this subject access request before ISG can formally respond.

Name:

Signature:

Date:

## Section 5

### Document Receipt Format

**Warning: a person who unlawfully obtains or attempts to obtain data is guilty of a criminal offence and is liable to prosecution.**

I wish to:

- Receive the information in electronic format *(some files may be too large to transmit electronically and we may have to supply in an alternative storage format).*
- Receive the information by post\*
- View a copy of the information only or go through the information with a member of staff (current employees only).

\*Please be aware that if you wish us to post the information to you, we will take every care to ensure that it is addressed correctly. However, we cannot be held liable if the information is lost in the post or incorrectly delivered or opened by someone else in your household. Loss or incorrect delivery may cause you embarrassment or harm if the information is 'sensitive'.

**Please email your completed form and (scanned) copies of proof of identity to [privacy@isg-one.com](mailto:privacy@isg-one.com) or post them to The Privacy Officer, ISG, Hays House, Millmead, Guildford, Surrey, GU2 4HJ, UK:**



*ISG will retain the information provided and only share the information with those it is legally entitled to. The information will only be kept for as long as necessary and in accordance with ISG's retention policy, will be disposed of in a safe and secure manner.*

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