

## RIGHT OF ACCESS

Under GDPR you have the right of access to your Personal Data held by us so that you are aware of and can verify the lawfulness of our processing activities.

In some cases we may be entitled to refuse to respond, if this is the case we will inform you of our decision and the reason for it. You are then entitled to complain to the Information Commissioners Office, see <https://ico.org.uk/for-the-public/raising-concerns/> for details of how to do so.

### *Timeframe for response*

We will provide you with the information requested within one month of receipt of all information relevant to your request. To avoid any delays in processing your request, please ensure that you have provided all of the information requested below.

In the case of numerous or excessive requests we may take up to a further two months to provide this information, in which case we will inform you of this fact, and the reason that the extension is necessary.

### *Costs*

There is no charge to you unless your request is manifestly unfounded or excessive, in which case we are entitled to charge you an administrative fee based on the cost of providing the information to you. If we consider this to be the case we will inform you of this fact and wait for your agreement before proceeding.

### *Identity verification*

Before we provide you with this information we have a duty to verify that you are the person who this request relates to. In order to do this we need you to provide proof of identity, this can be in the form of:

- Passport
- Driving Licence
- Utility Bill
- Council Tax Bill

This information will be stored securely and held for a maximum of 10 years.

Please note that you cannot request copies of personal information which related to another person, including calls made by somebody else.

## RIGHT OF ACCESS

### YOUR DETAILS

Name
Address
Postcode
Customer number

### INFORMATION REQUIRED

☐ Call records

To assist in locating these calls please provide details of telephone numbers used below. If this is not provided we may not be able to locate all call records

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☐ Emails

To assist in locating these emails please provide details of email addresses used to communicate with us below. If this is not provided we may not be able to locate all relevant emails

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☐ Personal Data captured on social media platforms

To assist in locating this Personal Data please provide us with the social media usernames you would have used (for example twitter handle or Facebook name)

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☐ Information held about you on our marketing database

☐ Notes held on our customer relationship management system relating to you

☐ Debt recovery correspondence

☐ Print of your customer master file showing information such as your name and address

☐ List of all sales orders assigned to your customer account

☐ A copy of your customer account showing the order balance, and any payments made

☐ Other information, please specify below

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Please provide a copy of this form and proof of identity to: [DPO@hillarys.co.uk](mailto:DPO@hillarys.co.uk) or  
Data Protection Officer, Hillarys Blinds Limited, Colwick Business Park, Private Road No 2, Colwick,  
Nottingham NG4 2JR

