



Privacy and Data Protection - Subject Access Request Form

This form and guidance notes are intended for individuals requesting access to their own personal information held by Transport for London (TfL) and/or one of its operating subsidiaries (including London Underground Limited (LUL), Docklands Light Railway Limited, Victoria Coach Station Limited, etc).

If the type of personal information you are requesting is listed within [Appendix 1](#) of this form, your request can be processed directly by the relevant business area. This means you do not need to complete this form. Please approach the business area directly using the contact details provided.

To enable us to respond to your request promptly, please ensure that you have read [Appendix 2](#) of this form before completing all of the relevant sections in as much detail as possible. The completed form should be sent to TfL's Privacy and Data Protection Team at the address provided in section 10. If you need further assistance please email: privacy@tfl.gov.uk.

1. Your details

Name:	
Address:	
Postcode:	
Telephone number:	
Email address:	

2. Are you the Data Subject (the individual whose personal data is being requested)?

Yes:	Please provide proof of your identity, for example a photocopy of a valid TfL staff travel pass (showing your photograph and employee number), passport or photocard driving licence; AND proof of your address, for example a photocopy of a recent bank statement, council tax bill or utility bill. We recommend that you send these documents to us by recorded delivery. Please go straight to section 5 of this form
No:	Are you acting on behalf of the Data Subject with their explicit consent, or with the appropriate legal authority? If so, this must be evidenced in writing and enclosed with this form. You must also enclose proof of the Data Subject's identity and address as described above. Please ensure that you complete sections 3 and 4 of this form

3. Details of the Data Subject *(If different to those provided in section 1)*

Name:	
Address:	
Postcode:	
Telephone number:	
Email address:	

4. Legal status in relation to the Data Subject *(If you are not the data subject please briefly describe your relationship with them (eg legal adviser, spouse, parent, carer, etc) and explain why you are making this subject access request on their behalf)*

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5. Personal information required *(After reading [Appendix 2](#) of this form, please describe as precisely as possible the nature of the personal data you are requesting; and provide any additional details which may help us to locate it. Please continue on a separate sheet if necessary)*

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6. TfL employees/ex-employees

Do you require copies of emails containing your personal information sent by you from your TfL email account (which you will have already seen)?	Yes / No
Do you require copies of emails containing your personal information sent to your TfL email account (which you will have already seen)?	Yes / No

7. TfL employees/ex-employees/job applicants

Are you seeking access to your health records held by TfL/LUL's Occupational Health Department?	Yes / No
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8. Fees

The Data Protection Act 1998 states that TfL can charge a fee of **£10.00** to help cover some of the administrative costs of responding to your request. Please enclose your payment for this fee in the form of a cheque or postal order payable to 'Transport for London'. We cannot accept cash or card payments. An additional fee of up to **£40.00** may be payable if you have requested access to occupational health records.

9. Declaration

I certify that the information given on this application form is true and accurate. I acknowledge that it will be used solely for the purpose of processing my request and providing me with a response. I understand that it may be necessary for me to provide additional information in order for TfL to confirm my identity (or that of the Data Subject) and/or locate relevant personal information. I understand that the statutory response period of 40 calendar days specified in the Data Protection Act 1998, will not commence until TfL is satisfied in this regard and has received any associated fee(s) specified in section 8 of this form.

Signature:	
Print full name:	
Date:	

10. Submitting your request

Please send the completed copy of this form in a securely sealed envelope marked 'Private and Confidential', to the following address:

Privacy and Data Protection Team, Transport for London, PO Box 72273, London SW1P 9JQ

Remember to include:

- Proof of your identity and address (or, if you are not the Data Subject: proof of the Data Subject's identity and address; and any relevant documents which give you the legal authority to make this request)
- A clear and concise description of the personal information being requested
- The fee of £10.00 (in the form of a cheque or Postal Order payable to 'Transport for London')

APPENDIX I

Business as Usual Requests: If your request is limited to personal information which falls within one or more of the categories specified in the table below, please submit your request using the contact details provided and the relevant TfL business area will deal with it directly.

CATEGORY OF INFORMATION	SOURCE	CONTACT DETAILS	FEE
Oyster Card journey history (please note this data is only retained for 8 weeks)	Customer Experience	First Contact Centre Transport for London 14 Pier Walk North Greenwich London SE10 0ES Tel: 0343 222 1234	Free
Recordings of telephone calls made to TfL's central customer services function: Recordings of telephone calls made to 0343 222 1234 regarding Oyster, London Underground, London bus services, street management, the Emirates Air Line, lost property, travel information and journey planning enquiries	Customer Experience	First Contact Centre Transport for London 14 Pier Walk London SE10 0ES	Free
Traffic enforcement CCTV camera footage (please note that TfL are only responsible for certain cameras deployed on the TfL Road Network. Other on-street cameras in London are managed directly by other public authorities)	Congestion Charging and Traffic Enforcement	CCTE Correspondence Team Transport for London Palestra 197 Blackfriars Road London SE1 8NJ	£10

CATEGORY OF INFORMATION	SOURCE	CONTACT DETAILS	FEE
Recruitment information: <ul style="list-style-type: none"> • Application forms • Interview notes • Assessment papers and results • Employment references 	HR Services	HR Services Transport for London 14 Pier Walk North Greenwich London SE10 0ES Tel: 0800 0155 071	Free
Core HR Data (Current/ex-employees only): <ul style="list-style-type: none"> • Initial offer and contract letters • Change of hours/Higher Duty Pay letters • Secondment/internal transfer letters • Grade progression letters • Proof of right to work documentation • SAP sickness/annual leave summary • Maternity/paternity leave information 	HR Services	HR Services Transport for London 14 Pier Walk North Greenwich London SE10 0ES Tel: 0800 0155 071	Free
Grievance/Harassment/Bullying/Disciplinary investigations (Current/ex-employees only): <ul style="list-style-type: none"> • Full/summary investigation reports • Witness statements • Interview notes • Minutes of investigation meetings 	HR People Management Advice Teams	London Underground PMA Team Transport for London 15 Westferry Circus London E14 4HD Specialist Services PMA Team Transport for London Windsor House 50 Victoria Street London SW1H 0TL Surface Transport PMA Team Transport for London Palestra 197 Blackfriars Road London SE1 8NJ	Free

APPENDIX 2

Guidance on completing this Subject Access Request Form:

In order to help us identify and locate your personal data, please be as specific as possible when describing both the information you believe may exist and its possible sources. Making a request such as 'I require all information that TfL holds about me' will in most circumstances, mean that TfL is unable to provide you with your personal information. The Data Protection Act 1998 allows TfL to ask you for further clarification where appropriate; and we will not be able to begin processing your request until that clarification has been provided.

Below are guidelines on the type(s) of information which will help us carry out a comprehensive search for any personal information to which you may be entitled. This information should be provided in section five of the Subject Access Request Form.

1. All requests: Please provide as much information as you can about:

- What you are requesting (this may include a description of the purpose for which your personal information is being processed by TfL, the format it is held in, etc);
- Who may hold the information (ie a business area, service provider or individual employee);
- The approximate dates between which relevant material was created (eg between 10 June 2011 and 5 December 2011).

2. Requesting specific documents: If you think your personal information may appear in a specific document (or set of documents), please provide as much information as you can about:

- The subject matter of the document(s) and which TfL employee/business area created it;
- The date (or approximate date) on which each document was created;
- The format in which the document is held (eg a paper copy, a Word document saved on a shared drive, on a CDR, etc).

3. Requesting email messages: If you think your personal information may appear in specific items of email correspondence, please provide as much information as you can about:

- The name(s) of the TfL employee(s) who may have sent/received the email(s) and if possible, their job title/department (to help distinguish them from others of the same name);
- The dates between which the emails were sent (eg 10 May 2014 and 5 July 2014 etc);
- Any key words or phrases relating to the subject matter of the email correspondence.

4. Requesting CCTV footage: If you think your personal information may appear in footage captured by TfL's CCTV cameras, please provide as much information as you can about:

- The relevant date, location and approximate time;
- A description of what is happening in the footage;
- A detailed description of what you were wearing/carrying at the time;
- A recent full-length colour photograph of you.

Please note: CCTV footage from LU Stations is normally retained for a maximum of 14 days.

5. Requesting telephone call recordings: If you think your personal information may appear in a recording of a telephone conversation, please provide as much information as you can about:

- The TfL employee and/or business area that made or received the telephone call;
- The date and approximate time of the call.