



Data Protection Legislation Subject Access Request Information Sheet

Volvo Car Financial Services UK Ltd treats all customer information in a confidential and secure manner. For example, we do not sell information to other organisations for direct marketing purposes.

Data Protection Legislation

Volvo Car Financial Services UK Ltd complies with the Data Protection Legislation, which lays down a set of standards that must be followed whenever personal information is processed.

The Data Protection Legislation also gives individuals (known as Data Subjects) a number of rights including the right to find out what information, if any, is held about them. This is known as a subject access request.

When do I need to make a Subject Access Request?

A subject access request is a formal request for information. The formal access request arrangements are not designed to deal with general queries that you may have about your account. If, for example, you want to find out some specific information about your account, you should contact our Customer Service Team. We aim to provide you with the information you require without you having to make a subject access request.

What do I have to do if I want to make a Subject Access Request?

You can make a subject access request by any means. However if you put your request in a letter, you should include the following:

- Your full name, date of birth, current address and previous address
- It would be useful if you could provide us with a daytime telephone number in case we need to contact you to discuss your request.
- The agreement number(s) about which you want information

- If your request does not relate to an agreement, please let us know the nature of your relationship with Volvo Car Financial Services UK Ltd and any other relevant information. For example, if you are or have been an employee, you should include details of your staff number.

CCTV

Volvo Car Financial Services UK Ltd uses CCTV for the purposes of the prevention and detection of crime and for public safety. If you wish to have sight of any personal images we may have captured, please supply us with the following: the full address where the camera is sited; the date and the time it may have taken place; a recent photograph of yourself (for identification purposes). Please note that the images are normally retained for no longer than 31 days from the date of filming.

You should send your completed form or letter to: Customer Services, Volvo Car Financial Services UK Ltd, 86 Station Road, Redhill RH1 1SR.

If you are or have been employed by Volvo Car Financial Services UK Ltd and you wish to see your employment records, then please state this on the form.

When will I receive the information?

We will provide you with the information you have requested within 28 days from the date we receive your request.

Alternative formats

If you would like to receive the information or a copy of this leaflet in an alternative format, please phone us on 0800 085 1541 to discuss your needs. Alternatively, you can write to us at Customer Services, Volvo Car Financial Services UK Ltd, 86 Station Road, Redhill RH1 1SR.

Privacy Policy; www.volvocars.co.uk/fs



Volvo Car Financial Services UK Ltd

Data Protection Legislation Subject Access Request Form

Personal Details

Title & Surname, First Names (s), Previous Names (if any), Date of Birth, Full Postal Address, Previous Address, Daytime Telephone

Your Agreements with Volvo Car Financial Services UK Ltd

Please write the numbers of the agreements for which you require information

Information Request

Please select the information you would like us to send to you. If your enquiry relates to a specific part of the company or if your enquiry relates to CCTV, please provide the details listed on an attached sheet.

- Application data, Agreement documents, PPI/CPI documents, Statement of account, Direct Debit (DD) Mandate, Comments history, Phone call recordings, Provided ID documents, Notice of default, Termination notice, All information

Declaration

I declare that I am the Data Subject named above and confirm that in accordance with the provisions of the Data Protection Legislation, I request Volvo Car Financial Services UK Ltd to forward to the address stated, any personal data they hold about me to which I have a right of access.

Signature, Print Name, Date

Please send your completed form to: Customer Services, Volvo Car Financial Services UK Ltd, 86 Station Road, Redhill RH1 1SR