

Customer Data Subject Access Request (“DSAR”)

This form will help guide you in determining the Personal Information that you are seeking, and it will help us to retrieve the data more quickly.

1. About You

1.1 Contact Details

Data Subject	Full Name:	
	Date of Birth:	
	Membership No:	
	Full Address:	
	Telephone No. & email address:	

1.2 Who does the DSAR relate to?

Please tick in what capacity are you requesting this DSAR? (*for each case, please supply the relevant proof)

- I am the Data Subject (*the proof of identity documents listed in section 4)
- I am the Data Subject’s Power of Attorney (*a copy of the Deed of Attorney)
- I am the Data Subject’s Solicitor or other authorised representative (* a copy of the Data Subject’s authorisation for you to act on their behalf, and their agreement as to the scope of your request)

2. The information that you are requesting

2.1 The type(s) of information that you are requesting

- | | | | |
|--|--|---|---------------------------------------|
| <input type="checkbox"/> Customer Records | <input type="checkbox"/> Correspondence | <input type="checkbox"/> CCTV Recordings | <input type="checkbox"/> Other |
|--|--|---|---------------------------------------|

Any further description of the Personal Information that you are seeking, or where you have ticked ‘Other’ above:

The venue location date, time, and duration of the CCTV recording(s) that you would like to receive.

Please note that we exercise a strict Data Retention Policy of not keeping CCTV recordings for longer than 30 days. This is to conform with GDPR Article 5.1(c), the directives of the European Data Protection Board (3/2019), and the ICO’s Code of Practice in relation to constant surveillance systems.

Venue Location and Date	Start Time	Duration
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3. How will your Data to be sent to you?

Data Subject	<p>The Data will be sent to you via email or mail post to your current correspondence address that we hold on file.</p> <p>If the correspondence address has changed, please notify us immediately and provide appropriate proof to validate the new address, as stated in section 4 row 2.</p>
Data Subject's Representative	<p>The Data will be sent to the address as stated on the authority letter except where a Data Subject's information is considered of a sensitive nature in which case it will be sent directly to the Data Subject's correspondence address.</p>

4. Verification Documents

To comply with the request and protect your Personal Information, we are legally required to confirm that you are the Data Subject, or that you are lawfully requesting the information on their behalf. (GDPR – Article 12.2 and 12.6) Therefore, we require copies of identification (one document from Row 1) and a proof of address (one document from Row 2).

Official documentation (ID Proof) must be current, and Proof of Address documents must be no more than three months old.

If you are acting as a representative of the Data Subject, then you must also include a Letter of Authority, signed and dated by the Data Subject, setting out their permission for you to act on their behalf and the scope of that authority.

Data Protection law permits us to withhold the release of any information until such times as we are satisfied as to the identity of the Data Subject, and/or the requestor, and the validity of any third-party request.

1. ID Proof	<input type="checkbox"/> Passport	<input type="checkbox"/> Driving Licence	<input type="checkbox"/> Official ID
2. Proof of Address	<input type="checkbox"/> Bank, Building Society or Credit Card Statement	<input type="checkbox"/> Council Tax Statement or a Utility Bill	<input type="checkbox"/> Tax Letter or another Government department document

5. Our obligations to you and others

We will endeavour to respond within the statutory period of one month. However, where large amounts of data are involved, or where data is located in complex or archive systems, we reserve the right to extend this timeframe by up to a further two months, as permitted by Data Protection legislation (GDPR – Article 12.3).

In cases where a Data Subject's information is considered of a sensitive nature and is being requested by a Data Subject's Representative, we are permitted by Law to send such information directly to the Data Subject. In those cases, we will inform the Data Subject's Representative that we have done so, and that they will need to seek that element of the information directly from the Data Subject.

6. Declaration of consent

I consent for the Personal information listed in Section 2 to be extracted and sent to me.

I confirm that I am the Data Subject, or their representative as stated in Section 1.2 of this form, and have provided evidence of such.

Print name

Signature

Date

Once completed, please return to:

The Group Data Protection Officer, Metropolitan Gaming, 55 Baker Street, London, W1U 8EW

or alternatively email a scan of it (with any supporting documents) to:

DataProtection@metropolitangaming.com

ICO contact Information:

The Information Commissioner's Office can be contacted via their website at <https://ico.org.uk>

or in writing to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone number 0303 123 1113.