

## Data Rights Request

Please use this form to submit a request to Coventry Building Society, Godiva Mortgages Ltd and/or ITL Mortgages Ltd. We don't charge a fee for Data Rights Requests in most cases. You may find it useful to read our guidance notes when completing this form.

You can view a copy of our Privacy Notice online at [www.coventrybuildingsociety.co.uk/privacy](http://www.coventrybuildingsociety.co.uk/privacy) or ask for a copy from one of our branches. Please return the form to us at FREEPOST CBS CUSTOMER SERVICES. Please write the address exactly like this – in capital letters and all on one line. Or you can email the completed form to [Data.Protection@thecoventry.co.uk](mailto:Data.Protection@thecoventry.co.uk)

### What can we help you with? (Tick all that apply)

I'd like a copy of my personal data

I'd like to amend or change my personal data

I'd like to delete my personal data

I'd like to object to the use of my personal data

I'd like to restrict the use of my personal data

I'd like you to pass my personal data onto someone else

### 1. Your details

Please check and complete all sections of this form using black ink and BLOCK CAPITALS.

**If you hold accounts jointly with someone else:** remember to complete the details for both applicants. We'll send all relevant correspondence to both applicants named below (in one pack).

**If you are acting on behalf of someone else:** make sure you provide a copy of your power of attorney or a letter signed by the other person giving you authority to make this request on their behalf.

	Applicant 1	Applicant 2/Authorised person
Title	<input type="text"/>	<input type="text"/>
First name(s)	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>	<input type="text"/>
Previous address (if applicable)	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/>	<input type="text"/>
Daytime contact telephone number (in case of queries)	<input type="text"/>	<input type="text"/>
Email address	<input type="text"/>	<input type="text"/>

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## 2. Your account details

Please provide the details of any account you hold or have previously held with Coventry Building Society, Godiva Mortgages Limited or ITL Mortgages Limited.

Account type (e.g. savings, mortgage, insurance)	Account number	Account name

## 3. Tell us what we can help you with or what you want us to do

Tell us about your requirements giving us as much detail as possible to make sure we can progress with your request. We may need to contact you to discuss your requirements.

## 4. Declaration

I/We confirm my/our right to have access to the information I/we have requested. The information I/we have provided in support of my/our request is complete and correct. If you are making this request as a power of attorney you must also sign here.

**All applicants must sign this form.**

Signature

Date

dd / mm / yyyy

It's important to us to protect your personal data; therefore, we do not currently accept e-signatures. To avoid any unnecessary delays, we ask that you to provide the valid identification documents with your initial request. Please see guidance below.

## 5. Checklist

- All sections of the form are complete.
- A power of attorney/authority letter (if acting on behalf of someone else) is enclosed.
- Form signed and dated by all account holders/authorised person.
- Identification documentation.

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## How to make a Data Rights Request

To make a Data Rights Request, please complete all sections of the attached form and return it to us at:

### **FREEPOST CBS CUSTOMER SERVICES**

It's important that you write all of the address in uppercase as above. You don't need to use a stamp. Royal Mail delivers Freepost as Second Class mail.

Alternatively return the form to **Data.Protection@thecoventry.co.uk** or visit one of our branches. If you wish to email this form and identification back to us, please bear in mind that this is not always the most secure method of communication.

You can find further information online by reading our Privacy Notice at **[www.coventrybuildingsociety.co.uk/privacy](http://www.coventrybuildingsociety.co.uk/privacy)**

### **How to complete your form**

Please complete all sections of the Data Rights Request form, providing as much information as possible. It's important that all Data Rights Request applicants sign the form before you return it to us. We won't be able to start processing your request until we have the details of your enquiry and your signature as authority to process your request.

### **Your details**

Please give us your full details and those of any joint account holders (if applicable). If your address has changed since you opened an account with us, let us have your previous address. If your request relates to a joint account, we'll send you any correspondence in one pack, unless you tell us otherwise. It's important that all account holders sign the form.

It's also important that you provide us with a daytime contact number in case we have any questions about your request.

### **If you are making the Data Rights Request on behalf of someone else**

If you're making a request on behalf of someone else, perhaps because you have power of attorney on their behalf or if they are a minor, you must provide evidence that you have a legal right to the information.

Please enclose a copy of your power of attorney, or a letter of authority signed by the person who you are representing, with your completed form. Make sure that you provide your details, and those of the person whose information you are representing, on the form.

### **Your account details**

Please provide as much information as possible about any accounts you currently hold, or have held with us. This will enable us to respond to your request.

### **Tell us what you want or want us to do**

Please let us know what information you would like. If you have a specific enquiry, for example, you want a copy of a particular letter or record of a telephone conversation, please detail this in the section provided.

**How much does a Data Rights Request cost?**

We provide access to your own personal data free of charge. However if your request is manifestly unfounded, excessive or repetitive we may charge you a reasonable fee which will cover the administrative cost of providing the information. We may also charge a fee for further copies of the same information. We'll tell you if we need to do this.

No charge is made for any other Data Rights Request.

**How long will it take to process my request?**

The length of time it takes to reply will depend on what you want us to do and the complexity of your request. However, we have a responsibility to respond to a Data Rights Request within one month of us receiving your completed request, as long as we have been able to validate who you are. We can extend that by a further two months if your request is complex but if we need to do this we'll let you know within one month.

If we can't process your request for any reason, we'll respond to you telling you why within one month of receiving your request.

**What other information will you need from me?**

Please provide a photographic identification document with your initial request to avoid delays. This can include a photo drivers' licence or valid passport. Other methods of validation are available if these documents are not held.

There may be occasions when we need more information about your request. If this happens we will contact you in writing or call you on the contact number you have given.

In exceptional circumstances, we may also have to ask you to provide additional documentation to confirm your identity. If this is the case, we'll contact you to let you know what we need.

Our Customer Service Centre is open Monday to Friday 8am-7pm and Saturday 9am-2pm.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority ([www.fca.org.uk](http://www.fca.org.uk)) and the Prudential Regulation Authority (firm reference number 150892). Coventry Building Society. Principal Office: Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.

Godiva Mortgages Limited is a limited company registered in England and Wales (with company number 5830727) and is authorised and regulated by the Financial Conduct Authority (firm reference number 457622 [www.fca.org.uk](http://www.fca.org.uk)). Godiva Mortgages Limited. Registered Office: Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.

ITL Mortgages Limited is a limited company registered in England and Wales (with company number 2321779) and is authorised and regulated by the Financial Conduct Authority (firm reference number 302608 [www.fca.org.uk](http://www.fca.org.uk)). ITL Mortgages Limited. Registered Office: Coventry House, Harry Weston Road, Binley, Coventry, West Midlands CV3 2TQ.