

Subject Access Request (SAR)

Making a subject access request

You have a right to know what information Berserk Computers Ltd holds about you and why. We have provided this form as a template to ensure we gather all the relevant information to fulfil your request but it's not compulsory for you to use it.

We will only fulfil a subject access request by post, using recorded delivery, or you can collect the data from us in-person once it's ready. This is for security measures and verification purposes.

Payment

We charge £10 per subject access request. Please enclose a cheque made payable to **Berserk Computers Ltd** or contact us to make a payment by bank transfer or using your credit/debit card.

We will respond to your request within 14 days of receiving your payment.

Proof of identity

We take data security seriously and cannot respond to a data request if we are unable to verify you as a known customer. In this case, we will require proof of identity and proof of address.

Where this is required, you must include **two** of the documents listed below, with at least one document clearly showing your name and address:

- UK driving licence;
- EU/EEA Passport;
- Valid student card;
- Armed Forces ID;
- Home Office document;
- Bank or building society statement;
- Utility bill;
- Council tax bill;
- HMRC tax notification;
- Or, a letter from a professional, such as a solicitor, accountant, doctor, social worker or benefits agency.

Third-party requests

We can only respond to requests made by the individuals or organisations affected, unless there is prior written authorisation to communicate with a third party.

If you are a third-party acting on behalf of someone else, such as a solicitor or power of attorney, we will require satisfactory evidence of this. We may seek assistance from our legal advisers before fulfilling your request.

Your Details

Please complete all information requested. We require this information to match your details with our records.

We will respond to your request using these details. If your details are likely to have changed from what our records indicate, please enclose a covering letter to explain.

Name: _____

Address: _____

Post code: _____

Telephone number: _____

Mobile number: _____

E-mail address: _____

Data Request

Please tell us which data you are seeking to receive a copy of.

✓	Item
	Account statement
	Invoices and transactions
	Contracts and agreements (other than our standard terms and conditions)
	Support ticket details
	Written correspondence (letters or e-mails)
	Verbal correspondence (recorded telephone calls)
	Data about my computer systems
	Data collected from my computer systems
	Marketing opt-in consent

Scope of request

Please tell us below if you are requesting information about a specific transaction, support ticket, or instance, or whether you are requesting full information about all activity we hold about you.

Additional information

Please tell us any further information that you consider necessary to assist with your request. If you are requesting e-mails and recorded telephone calls, make sure to include all relevant e-mail addresses and telephone numbers that you have previously contacted us with.

Signature

You must complete this section.

Print name: _____

Organisation: _____

Position (if applicable): _____

Signature: _____

Date: _____

Returning your request

We recommend you print this request and return it using recorded delivery. We will acknowledge your request and respond within 14 days of receiving it along with payment.

By post

Mr Lhyam Sumal
Company Director
Berserk Computers Ltd
10 New Bridge Street
Ayr, South Ayrshire
KA7 1JX

By e-mail

Our e-mail address is
service@berserkcomputers.co.uk

We will only respond to your request and send your personal data by post, using recorded delivery.