

# Triodos Bank.

## Personal data rights request form.

You have certain rights under the provision of the General Data Protection Regulation (GDPR) over the personal information we hold and how we process or store your data. You can use this form to make a request regarding your data. Once completed, please return the form by chat in internet banking or send the signed form to: Triodos Bank, Deanery Road, Bristol, BS1 5AS.

You may find that many of the questions you have about how your personal data are used by Triodos, and how long it is kept for, will be answered by the **Triodos Bank Privacy Statement**.

As the request is related to personal data we will require proof of your identity to make sure that the request is valid. We will use reasonable means to verify the identity of the person making the request.

We will act upon your request within one month of:

- all our requirements for confirming identity and verifying your entitlement to exercise your rights under the GDPR and receive any requested data have been satisfied;
- establishing what is required in order to respond to your request.

This period may be extended where requests are complex or numerous. In this case we will inform you before the end of the one-month deadline and explain why the extension is necessary.

In most cases a fee will not apply. However, we have the right to charge a reasonable fee where a request is manifestly unfounded or excessive, particularly if it is repetitive. Any fee would be based on the administrative cost of complying with your request and you would be advised of this before we continued with your request.

### Section 1: About you

☐ I am a customer

☐ I am a former customer

☐ I am in the process of applying for a product

☐ I represent a customer

☐ My enquiry is not related to a banking product

### Section 2: Data Subject Personal Details – please complete for all enquiries

Surname

First name(s)

Date of birth      /      /

Address

Postcode

Telephone number

Email

If you have moved since your Triodos product was closed / applied for, please provide details of the address you had when the product was active / first applied for:

First line of address

Postcode

### Section 3: Please let us know which of the Rights for individuals under the General Data Protection Regulation your request is regarding

☐ the right of Access

☐ the right to Rectification

☐ the right to Erasure

☐ the right to Restrict Processing

☐ the right to Data Portability

☐ the right to Object

☐ rights in relation to automated decision making including profiling

### Section 4: Please provide any additional information that may help us to answer your request

### Section 5: Date range of your enquiry

From

/      /

To

/      /

Signed

Name [BLOCK CAPS]

Date      /      /

Please continue overleaf

## Data Privacy

By completing this form and providing your personal data you acknowledge that Triodos Bank UK (TBUK) will process and retain your personal data in order to enable us to provide the service you have requested. TBUK will only process your personal data for the reasons it was provided for. Please see the full TBUK Privacy Statement on our website for further details.

Telephone: 0330 355 0355  
[www.triodos.co.uk](http://www.triodos.co.uk)

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

Triodos Bank NV (incorporated under the laws of the Netherlands with limited liability, registered in England and Wales BR3012). Authorised by the Dutch Central Bank and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request. Registered Office: Triodos Bank, Deanery Road, Bristol BS1 5AS. VAT reg no 793493383

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**Triodos @ Bank**