SAR:

Subject Access Request Form

Personal Information Management System		Scope	All
Classification	Internal & External Use	Issue Date	~~October 2026~~
Lead Director	Data Protection Officer	Revision	5.0
		Review Date	October 2028

This policy is not contractual and can be reviewed, amended or withdrawn at any time.

Please be advised that Lothian Buses discourages the retention of hard copies of policies and procedures and can only guarantee that the policy on Lothian Buses Intranet and Website is the most up to date version.

Nick Connor
Data Protection Officer

SUBJECT ACCESS REQUEST FORM

You should complete this form if you want us to supply you with a copy of any personal data we hold about you. You are currently entitled to receive this information under the UK General Data Protection Regulation (GDPR) 2016. We can also provide you with information about any processing of your personal data that is being carried out, the retention periods which apply to your personal data, and any rights to rectification, erasure, or restriction or objection of processing that may exist upon request.

We will endeavour to respond promptly and in any event within 30 days from the following:

- Our receipt of your written request with verified I.D.s, or
- Our receipt of any further information we may ask you to provide to enable us to comply with your request.

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and responding to your request. You are not obliged to complete this form to make a request but doing so will make it easier for us to process your request quickly.

SECTION 1: DETAILS OF THE PERSON REQUESTING INFORMATION

Full name:	
Address:	
Contact telephone number:	
Email address	

SECTION 2: ARE YOU THE DATA SUBJECT?

Please tick the appropriate box and read the instructions which follow it.

☐ **YES**: I am the data subject. I enclose 2 proofs of my identity (see below).

☐ **NO**: I am acting on behalf of the data subject. I have enclosed the data subject's written authority and 2 proofs of the data subject's identity.

To ensure we are releasing data to the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one of each of the following:

1) **Proof of Identity: Passport, photo driving license, national identity card, birth certificate.**

2) **Proof of Address: Utility bill, bank statement, credit card statement (none more than 3 months old);**
current driving license, current TV license, local authority tax bill, HMRC tax document (none more than 1 year old).

If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.

SECTION 3: DETAILS OF THE DATA SUBJECT

(if different from section 1)

Full name:	
Address:	

SECTION 4: WHAT INFORMATION ARE YOU SEEKING?

Please describe the information you are seeking. Please provide any relevant details you think will help us to identify the information you require.

Date:

Time:

Fleet / Service No:

Location & Direction:

Details or information NOTE: If this is not completed we cannot progress your inquiry:

SECTION 5: DISCLOSURE OF CCTV IMAGES

If the information you request reveals details directly or indirectly about another person we will have to seek the consent of that person before we can let you see that information. Where disclosure would adversely affect the rights and freedoms of others, we will not be able to disclose the information to you, in which case you will be informed promptly and given full reasons for that decision, or a obfuscated copy shall be supplied instead.

PLEASE NOTE: A Subject Access Request is for requesting a Data Subjects own information as an individual and Lothian Buses are unable to legally provide any footage in which the data subject is not visible. As per the Information Commissioners Office, images of a data subject vehicle or third party vehicles DO NOT constitute personally identifiable information and are therefore NOT eligible for disclosure under the General Data Protection Regulation. Furthermore, we do not retain or retrieve data until all ID's and 3rd Party Authorisations have been verified.

While in most cases we will provide you with copies of the information you request, in accordance with Article 12 of the GDPR we reserve the right to charge a fee or refuse the request if it is “manifestly unfounded or excessive” or, as per Recital 62, “would involve a disproportionate effort”. However, we will make every effort to provide you with a satisfactory form of access or summary of information if suitable.

SECTION 6: DECLARATION

Please note that any attempt to mislead may result in prosecution. I confirm that I have read and understood the terms of this subject access form and certify that the information given in this application to Lothian Buses is true. I understand that it is necessary for Lothian Buses to confirm the data subject’s identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

Signed.....

Date.....

DOCUMENTS WHICH MUST ACCOMPANY THIS APPLICATION:

- ☐ Evidence of the data subject’s identity (if different from above)
- ☐ Authorisation from the data subject to act on their behalf (if applicable)

Please return the completed form to

Data Protection Officer
Lothian Buses
55 Annandale Street
Edinburgh
EH7 4AZ

Correcting Information

If after you have received the information you have requested you believe that:

- the information is inaccurate or out of date; or
- we should no longer be holding that information; or
- we are using your information for a purpose of which you were unaware;
- we may have passed inaccurate information about you to someone else; then you should notify our Data Protection Officer at once.