



Please complete and return this form to:

Data Protection Officer bpha Limited Bedford Heights Manton Lane Bedford MK41 7BJ
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Deleting my Information Form

Please complete this form if you wish to make a formal request to delete personal information held by bpha. bpha reserve the right to refuse this request, but we will tell you why.

For further details on deleting your information, please refer to the additional information on page 5.

We expect to respond to your request within one month of receipt of a fully completed form and proof of identity.

Section A: Requester's details (the Data Subject)	
If you are making the request on the data subject's behalf, please also complete Section B	
Full name	
Any other name you have been known by	
Address	
Telephone	
Email address	
Preferred method of contact	
If you are a current or former bpha customer, please provide your tenancy reference number, and tenancy dates if known	
If you are a current or former bpha employee, please provide your employee number, and employment dates if known	

Section B: Requests made on the Data Subject's behalf

If you are making the request on the data subject's behalf, please complete this section

Full name	
Address	
Telephone	
Email address	
Preferred method of contact	
You must enclose written authority or a third-party request form (available from our offices or website) from the Data Subject, to show you are acting on their behalf (see page 5). Please also describe your relationship with the Data Subject, which leads you to make a request on their behalf:	

Section C: Personal information you want to delete

Please use this section to tell us what personal data you would like to delete. 'Personal data' means information relating to the Data Subject as an individual and covers things like their tenancy details and rent payments.

Please be specific as this will help speed up our response.

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Please indicate under which areas your request falls and what data / documents you would like to see.

Customer Area	Information/documents you would like to request
Lettings and transfers	
Anti-social behaviour	
Collection of rent or service charge	
Setting of rent or service charge	
Customer relations (a complaint you have made)	
Tenancy	
Repairs	
Visits/appointments	
CCTV footage	
Telephone call recordings	
Other (please specify)	

Employee Area	Information/documents you would like to request
Personnel File	
Performance Management (e.g. Appraisal, Probation Review, 1-2-1s)	
Absence Records (inc. sickness)	
References	
Pay records (inc. payslips & expenses)	
Disciplinary/capability/grievance records	
Training records	
Recruitment records	
H&S records	
CCTV footage	
Telephone call recordings	
SoloProtect monitoring	
Other (please specify)	

Other (not customer or employee)	Information/documents you would like to request

Please use this space to include any notes to help us locate the information you are requesting:

Section D: Declaration

I confirm that the information provided on this form is correct and that I am the person whose name appears on this form. I understand that:

- 1) bpha must confirm proof of identity and may need to contact me again for further information;
- 2) my request will not be valid until bpha receives all of the required information to process the request; and
- 3) Data submitted on this form will be kept for a period of 3 years and used only in connection with this request.

Signed	
Name (please print)	Date

Please return completed form to:

Data Protection Officer, bpha Limited, Bedford Heights, Manton Lane, Bedford, MK41 7BJ

Or email to data.protection@bpha.org.uk

Office Use Only

Request received

Date completed

Notes:

Additional Information

Please note:

- Information requested on behalf of the Data Subject can only be processed if written consent or third-party consent form is enclosed with this form.
- Information can only be sent to current bpha residents at the listed address.
- All bpha residents and representatives must produce evidence of identity and address before obtaining information (see acceptable forms of identification below).
- bpha reserves the right to obscure or suppress information that relates to third parties (under the terms of Section 7 of the Data Protection Act 1998).
- Personal information collected on this form is required to enable your request to be processed, and will only be used in connection with this request.

Table of acceptable forms of identification to confirm identity and address

Personal Identity	Address Verification
Current valid (signed) full UK Passport Current valid (signed) Overseas Passport Current valid EEA Member State ID Card Current Residency Permit issued by Home Office Current full UK Driving Licence Current UK/EU Photo Card Driving Licence Current State Pension book/notification letter Current Benefits Agency book/letter Current year's Inland Revenue Tax Code notification	Recent utility bill – Gas, Electricity, Water, Telephone (not mobile phones) Mortgage Statement or Mortgage Redemption Statement Council Tax Bill Current full UK Driving Licence (paper document) Current UK/EU Photo Card Driving Licence House or motor insurance certificate Current State Pension book/notification letter Current Benefits Agency book/letter Current Local Authority rent card, rent book or Tenancy Agreement Bank / Building Society / Credit Union statement or passbook Solicitor letter confirming completion of house purchase or land registration Credit Card statement