

General Data Protection Regulation (GDPR)

Request for Data Portability



It's important that you read the notes overleaf before completing this form.

Your details	
Full Name & Date of birth	
Address & Postcode	
SMARTY phone number(s)	
Email address	
Please indicate where you want the information to go	
I've provided proof of identity (e.g. photocopy of your photo driver's license or passport, plus a current utility bill) <input type="checkbox"/>	

I authorise SMARTY to provide with me with all the following, if available

Postcode	If provided
Current Provider	Mobile Network Operator
Current Tariff	Name
Current Payment method	Current method of payment
Mobile Number	11-digit number

Declaration	
I confirm that the information supplied on this form is true and I am the data subject. I understand that SMARTY may seek to confirm my identity & obtain further information where necessary.	
Signature:	Date:
<i>Please send this form and evidence of identity to:</i> The Data Protection & Privacy Officer, SMARTY, 450 Longwater Avenue, Green Park, Reading, Berkshire, RG2 6GF or DPA@SMARTY.co.uk	

Important Information

The right of data portability gives you the right to receive personal information that you have provided to us in a structured, commonly used and machine-readable format.

It also gives you the right to request that we transmit this data directly to another organisation, if technically feasible to do so.

Identification

We won't be able to process your request until we've been able to verify your identity. Once we've received this information, we have **1 month** in which to comply with your request.

Your information

We will provide the information through a CSV (Comma Separated Values) file with a PDF (Portable Document Format) file for you to view the information.

You will not be able to change the content of the file in any way before passing it on. If it contains information that you do not wish to share, please do not pass on your file.

Annual Mobile Voice/Data/Text Usage

We are only able to provide you with this information if you have been with SMARTY for over 12 months. If you don't have a full 12 months of usage then this section will remain blank.

Transferring to another organisation

If you request for your information to be transferred to another organisation, we will consider the technical feasibility of the transmission on a request by request basis.

If we are unable to transfer the information due to incompatibility issues we notify you.

Security

Who you select to provide your information to is entirely your own choice and sending your information to another organisation is done at your own risk.

Three cannot advise how the organisation will process your information, so it's important that you perform some checks before you send your file to anyone.

You should also consider where you will store the information that we send you to ensure you have safeguards in place to protect it.

Contacting us

Address: SMARTY, 450 Longwater Avenue, Green Park, Reading, Berkshire, RG2 6GF

Email: DPA@SMARTY.co.uk

SMARTY is the trading name of Hutchison 3G UK Ltd

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