

## General Data Protection Regulation (GDPR)

### Personal Data Erasure Request Form

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

Your details	
Full name	
Address and postcode	
SMARTY phone number(s)	
Contact phone number	
Email address	
Date of birth	

Details of the data you wish to have erased and reason:

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#### Declaration

I confirm that the information supplied on this form is true and that I am the data subject or am acting on their behalf. I understand that SMARTY may seek to confirm my identity and to obtain further information where this is necessary.

Signature:

Date:

Please email this form as an attachment to [team@smarty.co.uk](mailto:team@smarty.co.uk)

## Important Information

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

Please note, that this is **not** an absolute right but applies in certain circumstances:

- Personal data that is no longer necessary for why it was collected.
- There is no longer a legal ground for processing
- The data has been unlawfully processed
- The data must be erased with compliance with a legal obligation.

As a data controller, we have legal obligations to retain data, this may include law, regulatory and enforcement purposes and finance and tax.

An example where we will keep data – 'name, address, location based data and traffic data for 12 months under regulation.

In the case of finance information, we may be required to keep some information for up to 7 years.

For further clarification, please see our terms of service at <https://smarty.co.uk/terms>

If we are unable to fulfil your request we will inform you of this together with the reason it cannot be fulfilled.

If the request is manifestly unfounded or excessive, we are entitled to charge a 'reasonable fee' for the administrative cost of complying with the request. If we choose to do this we will notify you as soon as possible.

### Acting on behalf of someone else

If you are acting on behalf of someone else, please enter their details overleaf – *as well as providing proof of their identity and address*. You will also need to provide your contact information, written authority from them that you're acting on their behalf, and proof of your identity and address.

### Third Party Organisations

We will notify any other organisations of your request, if we have passed your details on. We will also provide you with the names of these organisations, if applicable.

### Contacting us:

Address: SMARTY, Hutchison 3G UK Ltd, Star House, 20 Grenfell Road, Maidenhead, SL6 1EH

Email: [team@smarty.co.uk](mailto:team@smarty.co.uk)

SMARTY is the trading name of Hutchison 3G UK Ltd

Registered Office: Star House, 20 Grenfell Road, Maidenhead, SL6 1EH