

# Right to Rectification & Erasure Request Form



## Instructions

- If you wish to submit a rectification request for your own personal information, please complete **Section A, C, E & F**
- If you wish to submit a rectification request on behalf of someone else, please complete **Section A, D, E & F**
- If you wish to submit an erasure request for your own personal information, please complete **Section B, C, E & F**
- If you wish to submit an erasure request on behalf of someone else, please complete **Section B, D, E & F**

## Section A - Reason for rectification

Reason for  
Rectification

## Section B - Reason for erasure

Please note that your right to erasure, also known as 'Right to be Forgotten', cannot be exercised for all data and a request must meet one of the requirements below before we can consider your request. Please select which requirement you believe your request falls under:

Reason for  
Erasure

My personal data is no longer necessary for the purpose which Network Rail originally collected or processed it for

I believe that Network Rail are using my personal data to send me direct marketing and would like this to stop

I believe that Network Rail have used my personal data unlawfully

I believe that there is a specific legal reason why Network Rail should no longer hold my personal data

I originally consented to my personal data being used and now wish to withdraw that consent

I do not believe there is a legitimate reason for Network Rail to continue holding my personal data

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## Section C - Your personal information

### Your contact information

Full Name:

Address Line 1:

Address Line 2:

City:

Postcode:

Contact Number:

Email:

### Details of your request

Please select your relationship with Network Rail:

If you are an employee or ex-employee, please confirm your employee number or national insurance number:

Please select what function you believe currently holds the data in question:

Please provide details of the exact information you wish to be erased.

Being specific in your request will ensure that we can review your request in a timely manner. Please be aware that a fee may apply or your request may be refused, if it is deemed to be manifestly unfounded or excessive.

**Please Note** - We require a form of ID to verify your identity.

What documentation have you provided to prove your identity?	Scan of Passport
	Scan of Driving Licence
	Scan of Utility Bill
	Other

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## Section D - Requesting on behalf of someone else

Please select your relationship with the data subject:

### Your contact information (as the data subject's representative)

Full Name:

Address Line 1:

Address Line 2:

City:

Postcode:

Contact Number:

Email:

## **The data subject's contact information**

Full Name:

Address Line 1:

Address Line 2:

City:

Postcode:

What documentation have you provided to prove the data subject's identity?	Scan of Passport
	Scan of Driving Licence
	Scan of Utility Bill
	Other

## **Details of your request**

Please select the data subject's relationship with Network Rail:

If the data subject is an employee or ex-employee, please confirm the employee number or national insurance number:

Please select what function you believe currently holds the data in question:

Please provide details of the exact information you wish to be erased.

Being specific in your request will ensure that we can review your request in a timely manner. Please be aware that a fee may apply or your request may be refused, if it is deemed to be manifestly unfounded or excessive.

What documentation have you provided to prove your own identity?

Scan of Passport  
Scan of Driving Licence  
Scan of Utility Bill  
Other

If you are a legal professional, please detail what official documentation you have attached to prove the data subject's consent for you to work on their behalf.

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## Section E - Checklist

**- Have you completed the necessary fields throughout the form?**

Please refer to the instructions at the start of the form for clarification on what sections you need to complete.

**- Have you specified the exact information you require?**

Being specific in your request will ensure that we can provide you with your information in a timely manner. If a request is deemed excessive, a fee may apply. Further details on being specific can be found below.

**- Have you attached the correct forms of ID?**

External to Network Rail? - Please submit two forms of ID (one proof of address, one proof of identity).

Current Network Rail Employee? - Please submit one form of ID.

**- Have you checked where to send your request?**

Please use the list in Appendix 1 to direct your request to the relevant department.

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## Section F - Declaration

- To the best of my knowledge the information I have provided is correct and specific.
- I have provided all documentation requested to prove my entitlement.
- I am aware that Network Rail have one month to review and respond to my request.

**Signed**

**Date**

## Appendix 1 – Where To Send Your Request

The completed form should be emailed or posted (marked 'Private and Confidential') to the following:

Contact details		
<b>NR Current or Former Employee</b>	Network Rail HR Shared Service Centre HRSS Helpdesk Floor 2 Square One 4 Travis Street Manchester, M1 2NY	For assistance, ring: 0161 880 1100 <a href="mailto:employeerecords@networkrail.co.uk">employeerecords@networkrail.co.uk</a>
<b>Network Rail Tenant</b>	Subject Access Request Property Network Rail Unit 6, Burrell Street London, SE1 0UN	<a href="mailto:gavin.wood@networkrail.co.uk">gavin.wood@networkrail.co.uk</a>
<b>Any other request not covered above</b>	Data Protection Officer The Quadrant:MK Eldergate Central Milton Keynes MK9 1EN	<a href="mailto:data.protection@networkrail.co.uk">data.protection@networkrail.co.uk</a>

Please be advised Network Rail will not be responsible for the security of any identity documents emailed or sent/lost in the post.

## Appendix 2 - Terms of Reference & Being Specific

**Personal Information** - Personal information refers to any information that could be used to identify an individual. This could include a name, an address, CCTV footage of an individual or a voice recording to name just a few examples.

In order to help us identify and locate your personal data, please be as specific as possible when describing both the information you believe may exist and its possible sources. Making a request such as 'I require all information that Network Rail holds about me' will in most circumstances, delay our response to your request. Data protection legislation allows Network Rail to ask you for further clarification where necessary.

Below is some guidance on the type(s) of information which will help us carry out a comprehensive search for any personal information to which you may be entitled.

**All requests:** Please provide as much information as you can about:

- What you are requesting (this may include a description of the purpose for which your personal information is being processed by Network Rail, the format it is held in etc.)
- Who may hold the information (e.g. a business area, service provider or individual officer)
- The dates or periods of time you believe the relevant information was created (e.g. between 10<sup>th</sup> October 2017 and 5<sup>th</sup> December 2017).

**Requesting specific documents:** If you think your personal information may appear in a specific document (or set of documents), please provide as much information as you can about:

- The subject matter of the document(s) and which Network Rail employee/business area created it.
- The date (or approximate date) on which each document was created.
- The format in which the document may be held (e.g. paper or electronic).

**Requesting email messages:** If you think your personal information may appear in specific items of email correspondence, please provide as much information as you can about:

- The name(s) of the Network employee(s) who may have sent/received the email(s) and if possible, their job title/department (to help distinguish them from others of the same name).
- The dates between which the emails were sent (e.g. 10<sup>th</sup> May 2017 and 5<sup>th</sup> July 2017 etc).
- Any key words or phrases relating to the subject matter of the email correspondence.

**Requesting CCTV footage:** If you think your personal information may appear in footage captured by Network Rail's CCTV cameras, please provide as much information as you can about:

- The relevant date, location and approximate time.
- A description of what is happening in the footage.
- A detailed description of what you were wearing/carrying at the time.
- A recent full-length colour photograph of you.

**Please note:** CCTV footage is normally retained for a maximum of 30 days.

**Requesting telephone call recordings:** If you think your personal information may appear in a recording of a telephone conversation, please provide as much information as you can about:

- The Network Rail employee and/or business area that made or received the telephone call.
- The date and approximate time of the call.