

# Data Protection Legislation

## Data Portability Request Information Sheet

Santander Consumer (UK) plc treats all customer information in a confidential and secure manner. For example, we do not sell information to other organisations for direct marketing purposes.

### Data Protection Legislation

Santander Consumer Finance complies with the Data Protection Legislation, which lays down a set of standards that must be followed whenever personal information is processed. The Data Protection Legislation also gives individuals (known as Data Subjects) a number of rights.

You have the right to move, copy or transfer certain personal data. Also known as 'data portability'. This gives you the right to have certain parts of the data we hold on you transferred to you.

### When do I need to make a data portability request?

At Santander Consumer, we will provide you with the information in a machine readable format for you to pass onto whoever you would like.

Please note that this right is different from the right of access (see Subject Access Request), and that the types of data you can obtain under these two separate rights may be different. You are not able to obtain through the data portability right all of the personal data that you can obtain through the right of access

### What do I have to do if I want to make a Data Portability Request?

If you want to make a data portability request, you must put your request in writing. You can either complete the attached application form or send us a letter. If you put your request in a letter, you should include the following information:

- Your full name, date of birth and address
- It would be useful if you could provide us with a daytime telephone number in case we need to contact you to discuss your request
- Email address so the encrypted data file can be sent to you

- The agreement number(s) about which you want information

### When will I receive the information?

We will provide you with the information you have requested within 28 days from the date we receive your request.

### Where to send your completed form or letter

If you are a Santander Consumer Contract Hire customer: **Customer Services, Santander Consumer Contract Hire, One Central Boulevard, Blythe Valley Park, Solihull, West Midlands, B90 8BG.**

If you are a Mazda Financial Services Contract Hire customer: **Customer Services, Mazda Financial Services Contract Hire, One Central Boulevard, Blythe Valley Park, Solihull, West Midlands, B90 8BG.**

If you are a Volvo Car Financial Services customer: **Customer Services, Volvo Car Financial Services, One Central Boulevard, Blythe Valley Park, Solihull, West Midlands, B90 8BG.**

### Alternative formats

If you would like to receive the information or a copy of this leaflet in an alternative format, please phone us to discuss your needs. Alternatively, you can write to us at the appropriate address as per above.

For Santander Consumer Contract Hire customers please call **0330 134 8751**

For Mazda Financial Services Contract Hire customers please call **0370 732 4060**

For Volvo Car Financial Services customers please call **0800 085 1322**

# Data Protection Legislation Data Portability Request Form

## Personal Details

Title & Surname

First Names (s)

Previous Names (if any)

Date of Birth

Full Postal Address  
(including postcode)

Daytime Telephone

Email Address

## Your Agreements with Santander Consumer

Please write the numbers of  
the agreements for which you  
require information

## Declaration

I declare that I am the Data Subject named above and confirm that in accordance with the provisions of the Data Protection Legislation, I request Santander Consumer to forward to the address stated, any personal data they hold about me to which I have a right of access.

Signature:

Print Name:

Date: