

Subject Access Request Guidance to the Subject Access Request Form

General Information

Before filling out this form, please read the notes below. Completing this form is optional, but it can help you clearly state your request. All requests in other formats will be processed using the same guidelines.

What I must complete

Sections 1, 2, 3, and 4: Required for all applications.

Sections 5 to 9 (Representative Details): complete only if the application is made by a representative (e.g., someone other than the data subject, including a guardian of a child under 16).

Section 3 (Proof of the applicant's identity) – If you do not have any of the forms of identity listed, we may accept alternatives in exceptional cases. However, without satisfactory proof, your application will be rejected.

What details will help process my request?

To help us find your personal data, be specific about what information you are looking for and where it might be. A request like *'I require all information that First Bus London holds about me'* may be excessive and very difficult to process quickly. We are entitled to ask for more details to start processing your request.

Please provide:

- **What you're requesting:** Describe you are and what is it for (the purpose), and format (when it may be located).
- **Who might have the information:** Specify a garage, service provider, or employee if known.
- **Approximate dates:** When the relevant material was created (e.g., between 31 January and 5 March 2025).
- **Specific documents:** If applicable, describe the document, its creation date, and format (e.g., paper copy, Word document, CCTV footage).

For CCTV footage requests, please include:

- The relevant date, location, and approximate time of the event.

- A description of the events in the footage.
- A detailed description of what you were wearing/carrying.
- A recent full-length colour photograph of yourself.

Note: TfL does not hold the CCTV footage on our buses. Please contact us first. CCTV footage is usually kept for up to 10 days unless an incident has been reported to us direct. This period may be shortened if the bus has started a new rota, and the footage has been overwritten, unless an incident has been reported to us direct. We therefore encourage you to **contact us as soon as possible after the incident occurred.**

What information does First Bus London hold?

Each company within First Bus London Group holds information related to its business, including but not limited to staff administration; staff operation matters, security onboard our buses and on our premises; staff engagement; financials, PAYE and tax records; crime prevention, and CCTV footages on its buses and in its garages. The data is processed in accordance with our data protection policies, notices and procedures.

How long will it take to get my data?

We need to ensure we can share the data with you under the UK Data Protection Act 2018. We may ask for additional information to do so. Once we have what is required, you should receive a response within one month from the date we accept your request.

Records may be held in various locations and formats (paper and electronic). Requesting specific information may expedite the process.

General Notes

1. We won't acknowledge your application in writing, but wherever possible, we will provide a reference number, when we contact you.
2. For requests involving children aged 16 or over and spouses, we need their signed authorisation before disclosing data. Each individual should complete a separate application form.
3. For children under 16, sections 5, 6, and 7 should be completed by a parent or guardian.
4. We do not offer access to personal data through a secure self-service system. All requests must follow the procedures outlined in this document.
5. We will not disclose information by fax or telephone. We usually provide you with a secured link to access large data electronically. Disclosure by post is typically sent

by first class to the address provided in section 1 or to your representative named in section 5. Disclosure by post may take longer to process.

6. We will try to respond to requests received electronically in a commonly used electronic format. However, if this is not possible (e.g., CCTV footage), we reserve the right to provide the data in another format.

Sending Your Request

By Post: Send the completed form and proof of identity to:

First Bus London
Garrick House
Stamford Brook Garage
74 Chiswick High Road
London W4 1SY, England
Attn: Data Protection Officer

By Email: Send your request (using this form if possible) to **Data Protection Officer at** FirstBus.DPO@firstgroup.co.uk and **FBL GDPR Support** fbl.gdpr.support@firstbuslondon.co.uk.

FIRST BUS LONDON

Subject Access Request Form

Section 1 – Applicant details

Title:	Mr Mrs Miss Ms Title (please state):
Forename(s):	
Family Name	
Previous Family Name:	
Other name(s) known by:	
Date of Birth	
Current or Previous Employee of First Bus London	Yes No Don't know
Current Address: Postcode:	
Daytime Telephone No	
Email address:	
Previous address	

Section 2 – Proof of the applicant's identity

In order to prove the applicant's identity, we need to see copies of two pieces of identification, one from **list A** and one from **list B** below. Please indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (photocopy of one from below)	List B (plus one original from below)
Passport/Travel Document <input type="checkbox"/>	Utility bill showing current home address <input type="checkbox"/>
Photo driving licence <input type="checkbox"/>	Bank statement or Building Society Book <input type="checkbox"/>
Foreign National Identity Card <input type="checkbox"/>	
Child under 16 : Full birth certificate <input type="checkbox"/>	

* Any original documents you send to us will be returned by first class post.

Section 3 – Details of Information Required

Please use this space to give us any details about the information you are requesting, for example by stating the dates of travel, route, or station. (Use extra sheets if necessary):

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Section 4 – Declaration from Individual Requester

The information which I have supplied in this application is correct, and I am the person to whom it relates or a representative acting on his/her behalf.

I understand that First Bus London may need to obtain further information from me (or my representative if this applies) in order to comply with this request.

I understand that it may be necessary for me to provide additional information in order for First Bus London to confirm my identity (or that of the data subject) and/or locate relevant personal information. The statutory response period of one month specified in data protection legislation will not commence until First Bus London is satisfied in this regard and has received any additional information it has requested in order to process this request.

Signature:	Date:
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Checklist

- Have you completed all relevant sections of the form?*
- If you are a representative, has your client signed the authority in Section 7 or provided a separate signed note of authority?*
- Have you signed the form at Section 4?*
- If you are signing as a parent or guardian of a child under 16, have you provided a photocopy of their full birth certificate and proof of your parental responsibility?*
- Have you enclosed two pieces of identification from the lists in Section 2 (one from each of A and B)?*
- Have you provided as much information as possible to enable us to find the data you require?*

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Section 5 – Representative Details

(First Bus London will reply to the address you provide in this section)

Name of Representative:	
Company Name:	
Address & Postcode:	
Daytime Telephone No:	
Email Address	

Section 6 – Proof of the Representative’s identity

Please provide copies of two pieces of identification, one from **list A** and one from **list B** below and indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (photocopy of one from below)	List B (plus one original from below)
Passport/Travel Document <input type="checkbox"/>	Utility bill showing current home address <input type="checkbox"/>
Photo driving licence <input type="checkbox"/>	Bank statement or Building Society Book <input type="checkbox"/>
Foreign National Identity Card <input type="checkbox"/>	
Child under 16 : Full birth certificate <input type="checkbox"/>	

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Section 7 – Authority to release information to a Representative

A representative needs to obtain authority from the applicant before personal data can be released. The representative should obtain the applicant’s signature below, or provide a separate note of authority.

This must be an original signature, not a photocopy (tip: using blue ink often helps verification).

If the applicant is signing as the guardian of a child under 16, proof of legal guardianship must also be provided.

I hereby give my authority for the representative named in Section 1 of this form to make a Subject Access Request on my behalf under the GDPR 2016/679

Signature of Applicant:

Date:

Signature of Representative:

Date:

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Request Form for Law Enforcement Agencies – Request for information

Section 1 – Applicant’s details

Title:	Mr Mrs Miss Ms Title (please state):
Surname:	
Job or rank	
Organisation	
Address:	
Postcode	
Daytime Telephone No:	
Email Address:	
Daytime Telephone No	
Email address:	
Other relevant information:	

Section 2 – Person about whom information is sought

Title (please tick one):	Mr Mrs Miss Ms Title (please state):
Forename(s):	
Surname:	
Other relevant information	

Section 3 – Nature of enquiry

Please state details of the (criminal) investigation or proceedings to which this request relates.

Section 4 – Information Request

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Section 5 – Basis for the Request

Please confirm under what rule of law or court order this request is being made (provide a copy):

If you are not using formal information powers to request information, please explain why:

If appropriate, please confirm under what section of the GDPR 2016/679 this request is being made:

Please give brief details to show that:

- *The requested information cannot be obtained by other means or from other sources*
- *The requested information will be of substantial value to the investigation or proceedings*
- *Lack of access to the requested information will prejudice the investigation or proceedings*

Section 6 – Formal declaration

Authorising Officer details (where applicable)

Signature	Date:
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