



Subject Access Request

The General Data Protection Regulations (GDPR) 2018 gives **individuals** (Data Subjects) certain rights, including the right to find out what information, if any, is held about them. This is known as a Subject Access Request (SAR).

You can request access to the data we hold about you verbally or in writing by completing this form and returning it to data.governance@wave-utilities.co.uk.

Or you can post it to:

Data Governance Team
Wave
Priory House
Abbey Road
Pity Me
Durham
DH1 5RR

Or call us on 03450 704 158.

Part 1: Your details

Surname	
Forename(s)	
Business name (if differs from account holders name)	
Supply address and postal address (if differs to supply address)	
Postcode	
Telephone number	
Email address	
Customer account number	

Part 2: Details of personal data request

Please help us process your request efficiently by providing as much information as possible about the requested data, including any dates.	Date

Part 3: Proof of your identity

We are required to keep information secure and we are not obliged to comply with a request unless we are satisfied that the information you have supplied confirms your identity.

If your email address does not match with the email address that we have associated with your Wave account (or if you have not provided an email address), then we reserve the right to ask for two additional forms of ID from the below list to help us confirm your identity:

- Your last two bill amounts
- Your last payment amount and method it was paid (e.g. credit card)
- The last date you contacted us and the reason for contact
- The current balance on your account and current method of payment
- Last meter read and date taken or MSN (Meter Serial Number)
- Proof of address - photocopy of a recent bill showing your current address, such as utility bill, public liability insurance or business rates bill (within the last 3 months).

Once your identity has been verified, photocopies of ID provided will be securely destroyed.

Part 4: Declaration

I confirm that I am the Data Subject named in Part 1 of this document and that the information provided is correct. I understand that Wave is obliged to confirm proof of identity and that it may be necessary for Wave to request further information in order to respond to this Subject Access Request.

Anyone who impersonates another individual to gain access to their information may be guilty of an offence under Section 170 of the Data Protection Act 2018.

Signed

Date:

Your personal data will be processed in accordance with our [privacy notice](#).