

[Address]

[Date]

Dear Customer Services (DSAR)

Please provide me with a **Full Subject Access Request** pertaining to the following account?

Account Number	[acct number]
Previous Telephone Number	[old phone]
Current Telephone Number	[new phone]
Previous Address	[prev address]

I require all personal data on the account pertaining to both myself, and my husband who dealt with some of the discussions with your various Customer Support staff.

Of special interest – and extreme importance to me – are two telephone conversations which I have today twice been assured have been recorded and are still available. The first of these took place before 10.45am on Tuesday 15th July. I do not have a reference number for this call. Though I was assured today, on a subsequent call, that it is still available for retrieval. It related to the request to move our telephone services as per the previous and current details above – and in particular was done by telephone so as to obtain a Simultaneous Provide code.

The second call took place today, from roughly 5.30pm until 6pm, and was originated from your complaints department by Anurag S*****. He quoted reference number VOL012-***** in order for me to identify this call easily. It is possible that this reference number may lead you to the original call if that was indeed referenced in this current complaint.

To summarise – I require a Full Subject Access Request, including two telephone conversations:

Date/Time of call	Reference Number
15 July 2014 – 10 minutes between 8am and 10.45am	Unknown
10 Sept 2014 – from 5.30pm to 6.00pm	VOL012-*****

I enclose a cheque for £10.00 as per <http://www.btplc.com/privacypolicy/privacypolicy.htm>.

Yours faithfully

[Requester's Name]