



## REQUEST FOR ACCESS TO PERSONAL INFORMATION

Please help us by providing some information to assist us to identify your account.

Full Name of Account Holder:		
Email Address:		
Postal Address:		
Vodafone Mobile/Landline Number and/or Account Number:		
Name of any Authorised Users on your account (and their phone numbers):		
The Account type the request relates to (please tick one)	Contract (bill pay)	
	Registered pay-as-you-go	
	Unregistered pay-as-you-go	

**Unregistered Pay-as-you-go mobile users please note:**

If your pay-as-you-go mobile is not registered with us, we cannot verify your identity therefore we will not disclose any information to you, without a Court Order.

**Registered pay-as-you-go mobile users please note:**

We will only be able to provide information for the preceding 24 months, OR from the date of registration of the mobile with Vodafone, if the registration took place more recently than 24 months ago.

We will return your information to you securely by recorded delivery to the address you have registered with us.

Please help us identify the information you are looking for:

<b>Please provide a date range for your personal information request.</b>	
This will assist us greatly to provide you with the information you need as soon as possible instead of unnecessary, irrelevant materials you don't want.	
<b>Starting Date</b>	<b>Finishing Date</b>
/ /	TO / /

<b>Please select which category/categories of information you are seeking:</b>	
<b>Account Notes (including correspondence on file received from you):</b>	
<p><b>List of outgoing calls and text messages:</b></p> <p>Please note: Call Records are stored for a maximum period of 24 months. Recent call details (up to 4 months for pay as you go customer or 24 months for bill pay customers) can be made available by contacting our customer care team.</p> <p><b><u>Please note: Incoming call records for bill pay mobile, pay as you go mobile and landline accounts will not be disclosed.*</u></b></p>	
<p><b>Copies of Sales Calls made to and from Vodafone</b></p> <p>If your query relates to the renewal of your contract with Vodafone mobile or fixed services with our telesales team a call recording may be provided as a record of your verbal agreement.</p> <p>Recorded calls from our telesales teams are retained for a maximum period of 24 months.</p> <p><b>Please provide details of your query:</b></p>	

**Copies of recorded calls made to and from Vodafone Customer Services**

Please note:

- Not all calls are recorded
- Retention period for call recordings depends on the nature of the call.

Please provide details of any

**Alternative numbers from which you may have called Vodafone** (If you do not provide this information, Vodafone will provide you ONLY with calls from the phone number provided on this request) :

**Date and time of call(s) (if possible):**

**Information required from requested call(s):**

**Specific information on the requested calls will allow us to fulfil your request more quickly.**

\*Except on instruction of High Court Order.

**Response Time:**

Vodafone will respond to your request within **40 calendar days** from receipt, as per the guidelines set out by the Data Protection Commissioner of Ireland.

**PLEASE RETURN COMPLETED FORM, DECLARATION AND MATERIALS DETAILED BELOW TO:**

Customer Advocacy Team  
Vodafone Ireland  
Mountain View  
Leopardstown  
Dublin 18  
D18 XN97

**DECLARATION:**

I confirm:

1. That the information provided is true and accurate. I understand that it is an offense to provide false information in order to obtain personal data to which I am not entitled.
2. I have enclosed the following required information:
  - Name and Account or Telephone Number
  - Proof of Identity – copy of account holder’s passport, driver’s license or utility bill
  - €6.35 fee (postal order or cheque made payable to Vodafone Ireland)
  - Signed authority from the account holder if the request is being made on their behalf by a third party

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_