

This must be a written request: Ideally sent from the email address you have registered with your mobile provider.

To whom it may concern,

This is a subject access request under Article 15 of the GDPR for personal data about my mobile account which you are processing.

My name is _____

My phone number is _____

My postcode is _____

Please supply me with:

1. Details of any PAC requests made on my account in the last 12 months, including date, time, caller ID and the identification details provided when the request was made.
2. Recordings of any calls made regarding PAC requests for my account in the last 12 months.
3. Any correspondence (including internal) relating to PAC requests on my account in the last 12 months

If you wish to further verify that this is a legitimate request, please call my registered mobile number and ask me for the request code, which is _____*

Please reply to this correspondence with an acknowledgement that this request has been received and the date on which I can expect the request to be fulfilled.

Kind regards,

**choose a word, eg "cabbages" or "graffiti" that you wouldn't use in a normal customer service conversation!*