

General Data Protection Regulation (GDPR)

Request for Data Portability



It's important that you read the notes overleaf before completing this form.

Your details	
Full Name & Date of birth	
Address & Postcode	
Three phone number(s)	
Three account number or tick if PAYG	PAYG <input type="checkbox"/>
Email address	
Please indicate where you want the information to go to	
I've provided proof of identity (e.g. photocopy of your photo driver's license or passport, plus a current utility bill) <input type="checkbox"/>	

I authorise Three to provide with me with all the following, if available

Postcode	If provided
Current Provider	Mobile Network Operator
Current Tariff	Name
Current payment method	Current method of payment (if Pay Monthly) Summary of Top Up (Pay As You Go)
Mobile Number	11-digit number
Annual Mobile Voice Usage	Historic total hours & minutes of outbound voice call usage over the last 12 months
Annual Mobile Data Usage	Historic total amount of data used in GB, over the last 12 months.
Annual Mobile Text Usage	Historic total number of standard, premium & MMS text messages sent & (where chargeable) received over the past 12 months of data creation date.

Declaration
I confirm that the information supplied on this form is true and I am the data subject. I understand that Three may seek to confirm my identity & obtain further information where necessary.
Signature: _____ Date: _____
<i>Please send this form and evidence of identity to:</i> The Data Protection & Privacy Officer, Hutchison 3G UK, Star House, 20 Grenfell Road, Maidenhead, SL6 1EH or DPA.Officer@three.co.uk

Important Information

The right of data portability gives you the right to receive personal information that you have provided to us in a structured, commonly used and machine readable format.

It also gives you the right to request that we transmit this data directly to another organisation, if technically feasible to do so.

Identification

We won't be able to process your request until we've been able to verify your identity. Once we've received this information, we have **1 month** in which to comply with your request.

Your information

We will provide the information through a CSV (Comma Separated Values) file with a PDF (Portable Document Format) file for you to view the information.

You should not change the content of the file in any way before passing it on. If it contains information that you do not wish to share, please do not pass on your file.

Annual Mobile Voice/Data/Text Usage

We are only able to provide you with this information if you have been with Three for over 12 months. If you don't have a full 12 months of usage then this section will remain blank.

If you have a mobile broadband account (MBB) we are only able to provide you with 200 days of data in line with our retention policy.

Transferring to another organisation

If you request for your information to be transferred to another organisation, we will consider the technical feasibility of the transmission on a request by request basis. If we are unable to transfer the information due to incompatibility issues we notify you.

Security

Who you select to provide your information to is entirely your own choice and sending your information to another organisation is done at your own risk.

Three cannot advise how the organisation will process your information, so it's important that you perform some checks before you send your file to anyone.

You should also consider where you will store the information that we send you to ensure you have safeguards in place to protect it.

Contacting us

Address: Hutchison 3G UK Ltd, Star House, 20 Grenfell Road, Maidenhead, SL6 1EH

Email: DPA.Officer@three.co.uk

Three is trading name of Hutchison 3G UK Ltd

Registered Office: Star House, 20 Grenfell Road, Maidenhead, SL6 1EH