

Subject Access Request Form



Instructions

Requesting your own personal information? - Complete Section **A, C & D**

Requesting personal information on behalf of someone else? - Complete Section **A, B, C & D**

You do not need to complete this form, however it will structure your request and help us find your information quickly and reduce the need for clarifications. Your request will be paused if we need further information from you. You can find the best contact to handle your request in Appendix 1.

Please Note:

- Any requests for occupational health records will be sent on to our occupational health provider who will send their response directly to you.
- If you are requesting station data, please be aware that the data may be held by a train operating company, rather than Network Rail. We recommend submitting the request to both companies. You can find the appropriate train operating company by searching: www.nationalrail.co.uk/stations
- Visual surveillance data (such as CCTV footage) is usually only retained for a maximum of one month. Please see Appendix 1 for where to send a CCTV request.

Section A - The data subject

The data subject's contact information

Full Name:

Address Line 1:

Address Line 2:

City:

Postcode:

Contact Number:

Email:

Work Email (if you have access to a NR email account):

Details of the request

Please select the data subject's relationship with Network Rail:

If the data subject is an employee or ex-employee, please confirm the employee number or national insurance number

Please select what type of data you require:

CCTV Footage
Accident Reports
HR Direct Case Notes
Full Personnel File
Specific Personnel Doc
Emails
Interview Notes - Recruitment
Occupational Health Data
Other

Providing as much information as possible will help us find the information you want.

Being specific will help us provide your information in a timely manner.

If a request is considered manifestly excessive*, we may

- apply a fee
- extend for up to two months
- reject the request

If a request is manifestly unfounded* we may reject the request.

*Please refer to Appendix 2 for more details

Email Searches - If your request relates to a search of emails, please complete the following 4 questions:

1. Please provide the full names of the individuals we are searching:

2. Please provide the email address of the individuals we are searching:

3. Please provide a time frame for the email search, for example June 2020 – September 2020

4. Please provide as much information as possible to help us find what you want

Proof of Identity

We need to verify the data subject's identity to ensure that we only provide personal information to the correct individuals. Please provide two forms of ID if you are external to Network Rail or using a personal email address. All ID should be current and dated within the last three months (in the case of bills). ID is not required if you are an NR employee submitting a request from your personal NR account – this cannot be a shared mailbox.

What documentation have you provided to prove the data subject's identity?	Scan of Passport
	Scan of Driving Licence
	Scan of Utility/Council Tax Bill

Section B - Requesting personal information on behalf of another

Please select your relationship with the data subject:

Your contact information (as the data subject's representative)

Full Name:

Address Line 1:

Address Line 2:

City:

Postcode:

Contact Number:

Email:

If you are a legal professional, please detail what official documentation you have attached to prove the data subject's consent for you to work on their behalf.

Section C - Checklist

- Have you completed the necessary fields throughout the form?

Section A, C & D if you are requesting your own personal information, Section A, B, C & D if you are requesting on behalf of someone else.

- Have you specified the exact information you require?

Being specific in your request will ensure that we can provide you with your information in a timely manner. If a request is considered excessive, we may apply a fee, extend for up to two months or reject the request. Further details on being specific can be found in Appendix 3.

- Have you attached the correct forms of ID?

External to Network Rail? - Please submit two forms of ID (one proof of address, one proof of identity).

Current Network Rail Employee? - Please submit two form of ID if you are using a personal email account. No ID is required if you are using your work email address..

- Have you checked where to send your request?

Please use the list and map in Appendix 1 to direct your request to the relevant department. If you email your request, please note 'confidential' in the subject line rather than marking the email as 'confidential' as this may cause issues with our email system.

- Are you aware of how you will receive your disclosure?

Please be aware that we will respond to your request using the same method in which you contacted us e.g email/post unless you specifically request otherwise.

Section D - Acknowledgement

- To the best of my knowledge the information I have provided is correct and specific.
- I have provided all documentation requested to prove my entitlement to the information.
- I am aware that Network Rail have one month to review and respond to my request (unless the request is paused whilst we clarify your request). Please see below for our definition of 'one month'.
- With regard to CCTV footage, please be aware that the footage may be sent to the British Transport Police to be redacted (more information on this can be found in Appendix 2). I will notify Network Rail at the point of requesting if I do not want this transfer to happen.

Signed

Date

Appendix 1 – Where To Send Your Request

Please use the route map below to assist you in identifying where to send your request. Once identified, the completed form, proof of identity and current address documents should be emailed or posted (marked 'Private and Confidential') to the following:

Contact Details		
NR Current Employee Former Employee or External Applicant		
	Network Rail HR Shared Service Centre HRSS Helpdesk Floor 2, Square One 4 Travis Street Manchester M1 2NY	For assistance, email: employeerecords@networkrail.co.uk
Track access employees and former employees		
	Sentinel	sentinel@mitie.com
Network Rail vehicle requests		
	Road Fleet	ICSS@networkrail.co.uk
Managed Stations		
	Birmingham New Street	Karen.Birtles@networkrail.co.uk Adele.Olds@networkrail.co.uk
	Bristol Temple Meads	Bernadette.Sachse@networkrail.co.uk
	Clapham Junction	Clapham&GuildfordTeam@networkrail.co.uk
	Ebbsfleet International	NRHSEBBSFLEETCCTVREQUEST@networkrail.co.uk gianina.leizeriuc@networkrail.co.uk
	Edinburgh Waverley	SARWaverley@networkrail.co.uk
	Glasgow Central	dsmgc@networkrail.co.uk
	Guildford	Clapham&GuildfordTeam@networkrail.co.uk
	Leeds	Leedsstation@networkrail.co.uk
	Liverpool Lime Street	lisdsm@networkrail.co.uk Richard.Frazer2@networkrail.co.uk
	London Bridge	Ravinder.Shandal@networkrail.co.uk joanne.freeman@networkrail.co.uk
	London Cannon Street	CSRAMS@networkrail.co.uk Philip.lasham@networkrail.co.uk
	London Charing Cross	abdoulie.jallow@networkrail.co.uk
	London Euston	EustonData@networkrail.co.uk
	London King's Cross	DL-KX_Management_Team@networkrail.co.uk tracey.jones@networkrail.co.uk
	London Liverpool Street	Maryann.Devally@networkrail.co.uk Elizabeth.Kamau@networkrail.co.uk
	London Paddington	Lorna.Adams@networkrail.co.uk keith.mcewen@networkrail.co.uk
	London St Pancras Intl	Leo.Mcdonnell@networkrail.co.uk

London Victoria	Lauren.Rosenfeld@networkrail.co.uk
London Waterloo	Tristan.Appleby@networkrail.co.uk
Manchester Piccadilly	Holly.Beer@networkrail.co.uk
Reading	Bernadette.Sachse@networkrail.co.uk
Stratford International	gianina.leizeriuc@networkrail.co.uk NRHSSTRATFORDCCTVREQUEST@networkrail.co.uk
Network Rail Tenants	
Commercial Property Network Rail Floor 3 Loughton The Quadrant:MK Eldergate Central Milton Keynes MK9 1EN	vince.herrera-leon@networkrail.co.uk
Level Crossings	
Eastern	
East Coast Route (1)	Darren.Furness2@networkrail.co.uk
North & East Route (2)	andrew.cunningham@networkrail.co.uk Darren.Lord@networkrail.co.uk
East Midlands (3)	vincent.briggs@networkrail.co.uk Anna.Ebblewhite@networkrail.co.uk
West Anglia (4)	john.prest@networkrail.co.uk Michael.Jacques@networkrail.co.uk
North West & Central	
North West (5)	James.Doodson@networkrail.co.uk
Central (6)	Natalie.Stretton@networkrail.co.uk anthony.bonell@networkrail.co.uk
West Coast South (7)	johnny.amadi-ahuama@networkrail.co.uk
Scotland (8)	linda.bowers@networkrail.co.uk
Southern	
Kent (9) & (10)	toby.broyad@networkrail.co.uk Samiul.Choudhury@networkrail.co.uk
Sussex (11)	Stuart.Tautz@networkrail.co.uk
Wessex (12)	del.rogers@networkrail.co.uk
Wales and Western	
North (13)	Bethan.Lloyd@networkrail.co.uk
Mid (13)	billychristopher.davies@networkrail.co.uk
South(14)	Robert.Goodall@networkrail.co.uk
Any Other Request Not Covered Above	
Data Protection Officer The Quadrant:MK Eldergate Central Milton Keynes MK9 1EN	Data.protection@networkrail.co.uk

Please be advised that you are responsible for the security of the identity documents emailed. Do not send original documents.



Appendix 2 - Terms of Reference

Personal Information - Personal information refers to any information that could be used to identify an individual. This could include a name, address, CCTV footage of or a voice recording of an individual to name just a few examples.

One Month - Network Rail have one month from receiving a full and complete request to respond to it. The one month will start on the day we receive your request and will then continue until the corresponding date in the following month. E.g. an application submitted on 15 July will be responded to by 15 August. Please note that the clock may stop whilst we need further information from you e.g. ID or clarification of your request.

British Transport Police Redaction Service - If you are requesting CCTV footage, the footage may be sent to the British Transport Police for redaction (remove the identity of other people). Under a subject access request we can only provide you with your own personal information and not that of anyone else; usually there are other individuals captured in the same CCTV footage as the data subject and, therefore, these extra individuals need to be removed/masked before we can release the footage. The British Transport Police provide Network Rail with this redaction service meaning that the footage will be sent between Network Rail and British Transport Police before being released to you. If you do not want your personal information to be used in this way, please let us know at the point that you make a request.

Manifestly unfounded - where an individual has no intention to use their right of access where there is malicious intent to harass and cause disruption. This includes repeat or overlapped requests.

Manifestly excessive – where a request is clearly or obviously unreasonable; the individual sends repeated requests with no reasonable interval has elapsed or the request overlaps with other request or an assessment has it involves a large amount of data which may involve many hours of work and cost to handle the request.

Appendix 3 - Being Specific

In order to help us identify and locate your personal data, please be as specific as possible when describing both the information you believe may exist and its possible sources. Making a request such as 'I require all information that Network Rail holds about me' will in most circumstances, either be refused or cause a delay to your response delay your request. We want to be able to provide you with your information quickly and efficiently, so we ask that you prioritise your request for what you are looking for. Data protection legislation allows Network Rail to ask you for further clarification where necessary. The time limit for responding to the request is paused until we receive clarification.

Below is some guidance on the type(s) of information which will help us carry out a comprehensive search for any personal information to which you may be entitled.

All requests: Please provide as much information as you can about:

- What you are requesting (this may include a description of the purpose for which your personal information is being processed by Network Rail, the format it is held in etc.)
- Who may hold the information (e.g. a business area, service provider or individual officer)?
- The dates or periods of time you believe the relevant information was created (e.g. between 10 October 2020 and 5 December 2020).

Requesting specific documents: If you think your personal information may appear in a specific document (or set of documents), please provide as much information as you can about:

- The subject matter of the document(s) and which Network Rail employee/business area created it.
- The date (or approximate date) on which each document was created.
- The format in which the document may be held (e.g. paper or electronic).

Requesting email messages: If you think your personal information may appear in specific items of email correspondence, please provide as much information as you can about:

- The name(s) of the Network employee(s) who may have sent/received the email(s) and if possible, their job title/department (to help distinguish them from others of the same name).
- The dates between which the emails were sent (e.g. 10 May 2023 and 5 July 2023 etc).
- Any key words or phrases relating to the subject matter of the email correspondence.

Requesting CCTV footage: If you think your personal information may appear in footage captured by Network Rail's CCTV cameras, please provide as much information as you can about:

- The relevant date, location and approximate time.
- A description of what is happening in the footage.
- A detailed description of what you were wearing/carrying at the time.
- A recent full-length colour photograph of you.

Please note: CCTV footage is normally retained for a maximum of up to one month (body worn cameras and level crossing cameras will vary and typically held for a shorter period of time).

Requesting telephone call recordings: If you think your personal information may appear in a recording of a telephone conversation, please provide as much information as you can about:

- The Network Rail employee and/or business area that made or received the telephone call.
- The date and approximate time of the call.