



REQUEST FOR ACCESS TO PERSONAL INFORMATION – PLEASE READ

Pay Monthly customers

You'll need name and address identification. This can include driving licence, utility bill, council tax bill, or bank statement. If you want copies of your bills you can access them online at [My O2](#), or you can request them through our customer service team (charges may be applicable).

Copies of contracts

We can't supply you with a signed copy of your contract. Details of your contract terms can be obtained through our Terms and Conditions (www.o2.co.uk/termsandconditions).

Pay As You Go customers

You'll need name and address identification. This can include driving licence, utility bill, council tax bill, and bank statement. You must also prove you're the owner of the mobile number. This can be by one or more of the following:

- SIM purchase receipt - this must show the mobile number. We can't accept handwritten receipts.
- Phone purchase receipt - this must show the IMEI number. We can't accept handwritten receipts.
- Photocopy of the credit/debit card used to top up. This should show your name and last 4 digits of the card number.
- Top-up card.
- Historic top-up receipts.

Calls or texts made from and to your mobile number

We can provide the date, time and dialled number of calls and texts that you've made, and the date and time of calls and texts received (no originating number). These records are only retained for 12 months.

Recordings of calls you've made to O2 or received from O2

We can't guarantee that all calls with O2 agents are recorded and any that are recorded are kept for 6 months. Only audio recordings will be provided.

Applying on behalf of someone else

If you're applying on someone else's behalf please provide their details as well as your contact details and signed authorisation from them.

We can't provide this

Only information considered to be your personal data will be released under a SAR. We won't be able to provide:

- The phone numbers of calls or texts you've received (these are available on production of a Court Order only as they are classed as third party disclosure)
- The content of text messages or personal phone calls
- Numbers, photos, video clips or text messages stored on your phone
- Voicemail messages

Send your SAR, and proof of identity and address, and proof of ownership (Pay As You Go customer) to:

Subject Access – O2 Partnership, Chester Road, Preston Brook, Runcorn, WA7 3QA or by email to SubjectAccess2@o2.com.

Solicitors

If you require a statement with your bills you must supply a typed and signed authority by the applicant on headed paper, including your client's name and full address, including postcode, mobile number and the date range you wish us to cover and send it to:

Court Disclosure, Telefonica UK Ltd, 260 Bath Road, Slough, SL1 4DX or by email to CourtDisclosure@o2.com.

If your client is a Pay As You Go customer and cannot provide sufficient proof of ownership, we cannot proceed without a Court Order. Any court order must be stamped and signed by the courts, served on O2 and include the mobile number, date range and detailed disclosure type in question.

Without meeting all of these criteria we can't disclose data and the order will have to be amended. Please confirm where the data should be sent, or it will go straight to the court.

