

## RIGHT TO ERASURE

Under GDPR you have the right to have your personal data held by us to be erased under certain circumstances, this is known as the right to be forgotten.

In some cases we may be entitled to refuse your request, if this is the case we will inform you of our decision and the reason for it. You are then entitled to complain to the Information Commissioners Office, see <https://ico.org.uk/for-the-public/raising-concerns/> for details of how to do so.

*When does this apply?*

You have the right to be forgotten if:

- Your personal data is no longer required for the purpose that we collected it for
- You are withdrawing your consent to consent based processing
- We are sending you direct marketing information and you no longer wish to receive this information
- We have told you that we are processing your information under legitimate interests, you object to this processing and we do not have an overriding legitimate interest to continue
- We have processed your data unlawfully

You do not have the right to erasure if we are processing your personal data on the basis of contractual or legal obligations, or if we require the information for the establishment, exercise or defence of a legal claim.

*Timeframe for response*

We have one month to act upon your request, and will inform you of when we have done so.

*Costs*

There is no charge to you unless your request is manifestly unfounded or excessive, in which case we are entitled to charge you an administrative fee based on the cost of providing the information to you. If we consider this to be the case we will inform you of this fact and wait for your agreement before proceeding.

### *Identity verification*

Before we fulfil this request we have a duty to verify that you are the person who this request relates to, and may require proof of identity from you. This can be in the form of:

- Passport
- Driving Licence
- Utility Bill
- Council Tax Bill

For details of how we look after your personal information please see our Privacy Notice which is available at <https://www.thomas-sanderson.co.uk/legal/privacy-policy/>

## RIGHT TO ERASURE

### YOUR DETAILS

Name
Address
Postcode
Customer number

### INFORMATION REQUIRED

My personal data is no longer required for the purpose that it was collected for

Please provide details of what processing activity and personal data you are referring to, and why you think it is no longer required

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I am withdrawing my consent to consent based processing

Please provide details of the processing that you are withdrawing your consent from

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I wish to be deleted from your marketing database

You have processed my personal data unlawfully

Please provide details of what processing activity and personal data you are referring to, and why you think it the processing of it is unlawful

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You object to our processing of your data under legitimate interests

Please provide details of what processing activity and personal data you are referring to, and why you are objecting

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Please provide a copy of this form and proof of identity to: [DPO@thomas-sanderson.co.uk](mailto:DPO@thomas-sanderson.co.uk) or

Data Protection Officer, Thomas Sanderson Limited, Colwick Business Park, Private Road No.2,  
Colwick, Nottingham NG4 2JR