The Credit Protection Association

Subject Access Request Form

This form is optional. You can make a subject access request without using this form.

Before you complete this form

This form is designed to help us identify you and locate the personal information you are asking for. You do not need to use special wording to make a subject access request. We may ask for information reasonably needed to confirm your identity or clarify your request. We will carry out reasonable and proportionate searches and respond within the timescales required by law.

1. Your details

Your full name	_____
Company / trading name (if relevant)	_____
Role / relationship to CPA	_____ For example: A CPA Member, a debtor, a company director, a former employee, an applicant, an agent, a supplier, or a website user or other.
Current address	_____ _____
Previous address (if relevant)	_____ _____ Only complete this if it may help us identify records about you.
Telephone number	_____
Email address	_____
Date of birth (if relevant)	_____ Only provide this if it is likely to help us distinguish you from another person with a similar name.

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2. Are you making this request for yourself?

☐ Yes, I am requesting my own personal information. ☐ No, I am acting for someone else.

If you are acting for someone else, please complete this section and provide evidence of your authority to act for them, such as written authority, power of attorney, legal appointment or other appropriate documentation.

Your full name	_____
Your address	_____ _____
Your telephone number	_____
Your email address	_____
Relationship to the data subject	_____ For example: solicitor, authorised representative, attorney, parent/guardian, executor.
Authority enclosed	_____ ☐ Written authority ☐ Power of attorney ☐ Court/legal authority ☐ Other: _____

3. Information you are asking for

Please give as much detail as you can to help us locate the information you want. You may ask for all personal information we hold about you, but giving details can help us search more effectively.

What information do you want?	_____ _____ _____ _____
Relevant dates or period	_____ For example: January 2024 to March 2025, or “all records relating to claim reference X”.
Reference numbers	_____ _____ Member number, debtor reference, claim reference, account reference, invoice number or other reference.
Relevant department / service, if known	_____ For example: membership, collections, legal, CreditCare, monitoring, recruitment, website enquiry.

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4. Confirming your identity

Identity checks

We only ask for identity evidence where it is reasonably needed. Please do not send original documents unless we specifically ask you to. Copies should be clear enough for us to verify your identity. We will handle identity documents securely and retain them only for as long as necessary for verification and audit purposes.

Please indicate what you are providing, if requested:

☐ Driving licence
☐ Passport
☐ National ID card
☐ Recent utility bill
☐ Bank statement
☐ Solicitor/representative confirmation
☐ Other: _____

5. How you would prefer to receive the response

We will provide the information securely. Please tell us your preferred method:

☐ Secure electronic delivery to this email address:
_____
☐ Post by recorded/special delivery to my current address
☐ Collection in person by arrangement
☐ Other reasonable arrangement: _____

6. Declaration

Please read before signing

I confirm that the information I have provided is accurate to the best of my knowledge. I understand that CPA may need to confirm my identity, check my authority to act for another person, or ask for clarification before responding to this request.

Name _____

Signature _____

Date _____

7. Sending this form to CPA

Email: dpm@cpa.co.uk
Post: Data Privacy Manager, The Credit Protection Association Limited, Profile West, 950 Great West Road, Brentford, TW8 9ES

There is no charge for making a subject access request. In limited circumstances, where a request is manifestly unfounded or excessive, CPA may respond in accordance with the options allowed by data protection law.