



Data portability request form

You have a right to ask us to provide personal information we hold about you in an electronic format, with no charge.

This right only applies:

- to personal information you have provided to us;
- where the processing is based on your consent or is for the performance of a contract; and
- the processing is carried out by automated means.

To make a data portability request, complete this form in full then:

Email it to: datarequests@mbna.com or

Post it to: Customer Advocates Office, MBNA Limited, Chester Business Park, Wrexham Road, Chester, CH4 9FB.

If you've got any questions about the form, you can contact us on: 0800 917 6592

Our specialists are here Mon-Fri, 9am-8pm and Sat, 9am-4pm.

We'll send you the data in a machine-readable format. This means the information is structured so software can extract specific elements of the data that other organisations can use too.

We'll respond to your request within 1 month of receiving it.

If we need more information, we'll contact you using the telephone number you provide below.

Contact details - we'll also use these details to confirm your identity.

Title: _____ Address line 1: _____
 First name: _____ Address line 2: _____
 Surname: _____ Address line 3: _____
 Date of birth: ____ / ____ / _____ Post code: _____
 Telephone: _____ Email address*: _____

***We'll send the information you've requested to this email address. Please note if you would like us to send this data to a third party, contact us on the telephone number above.**

Previous addresses - we might need these details to confirm your identity.

Address line 1: _____ Address line 1: _____
 Address line 2: _____ Address line 2: _____
 Address line 3: _____ Address line 3: _____
 Post code: _____ Post code: _____

Accounts - which account(s) do you want the information for? Select all that apply.

Types of account:
 MBNA credit card Loans.co.uk MBNA loan Business card

Account number(s), if known: _____

Categories of data

We're able to provide 3 categories of information for a data portability request. Please select those required from the list below.

Personal information Name, address, contact details etc.	<input type="checkbox"/>
Account information Card number, credit limit etc.	<input type="checkbox"/>
Transactional data List of debits and credits etc.	<input type="checkbox"/>

If the information you require isn't covered by these 3 categories, you may be able to request the information by completing the Subject Access Request form available at www.mbna.co.uk/support/gdpr

Your declaration

By submitting this form, you confirm that:

- You're exercising the right to access any information held about you on MBNA systems.
- All information you've provided in this form is true and accurate, to the best of your knowledge.

Please note:

We will use the details provided to investigate and provide a response.

We will contact you using the contact details you have provided above.