

# Subject Access Request Form

Effective date: March 2022

## Important Information

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This document forms part of the client agreement with LMAX Group.

LMAX collects, holds, and processes certain personal data about our customers ("data subjects"). As a data subject, you have certain legal rights under General Data Protection Regulation ("GDPR") or other applicable Data Protection Laws, to request information about how your personal data is used or processed. These include:

- Confirmation that your personal data is being processed by us;
- Access to your personal data;
- How we use your personal data and why;
- Details of any sharing or transfers of your personal data;
- How long we hold your personal data;
- Details of your rights under the GDPR including, but not limited to, your rights to withdraw your consent to our use of your personal data at any time and/or to object to our processing of it.

**No fee is payable under normal circumstances.** We reserve the right to charge a reasonable fee for requests that are manifestly unfounded, excessive, or repetitive. Such charges will be based only on the administrative cost that we will incur in order to respond.

Please complete the required information overleaf and return it to us by email or by post addressed to:

**Email us at:** [Privacy@lmax.com](mailto:Privacy@lmax.com)

**Call us on:** +44 203 192 2500

Our Client Services team is available for 24-hour support, Sunday 22.00

–Friday 22.00 UK time. Please note telephone calls will be recorded and/or monitored.

**Write to us at:**

LMAX Group, Yellow Building, 1A Nicholas Road, London, W11 4AN.

+44 203 192 2500    [www.LMAX.com](http://www.LMAX.com)    [info@lmax.com](mailto:info@lmax.com)

You do not have to use this form and may instead write to us using the same contact details.

After receiving your subject access request, we may contact you to request additional supporting information and/or proof of your identity. This helps us to safeguard your privacy and personal data.

**We will respond to all subject access requests within twenty-eight (28) days of receipt** and will aim to provide all required information to you within the same period. If we require more information from you, or if your request is unusually complicated, we may require more time and will inform you accordingly.

You can also use this form if you are requesting access to personal data on behalf of someone else.

**If you are making a subject access request on someone else's behalf**, please contact us using the details above **before** making your request.

## 1 About you

Please provide the following information. If you have an account number or other reference number, please provide it.

Full Name	
Address	
Contact Details	
Customer Account Number	
Relevant LMAX Entity	

For security reasons, we cannot respond to a request unless we have confirmed your identity.

Whose personal data are you requesting?

Please provide the following information. If you are making this request on behalf of someone else, we will need this information before we can supply you with the data you are asking for.

Are you requesting access to your own personal data?	<input type="checkbox"/> Yes, please go to section 2 below. <input type="checkbox"/> No, please complete the rest of this section of the form.
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### 1.1 If you are not requesting access to your own personal data, please provide the following information about the person on whose behalf you are making this request:

Full Name	
Address	
Contact Details	
Customer Account Number	
Relevant LMAX Entity	

We cannot respond to your request until we also receive satisfactory confirmation of the identity of the person on whose behalf you are making this request.

- 1.2 Please provide a copy of your legal authority to make this request. This might be a signed letter of authority from the person on whose behalf you are making this request, a power of attorney, or confirmation that you are their legal representative.

## 2 What data are you requesting?

Your rights to request access to personal data and other information are set out in our Privacy policy, available on our website. Please describe what personal data and other information you are requesting, in particular if you are asking for specific documents or information.

Description of the personal data and information requested including details of any specific documents or information you are asking for (where relevant)	
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Please give as much detail as possible about where the data might be located and any other relevant information. You do not have to provide this information, but doing so will help us to deal with your request as quickly and effectively as possible.

Location of data, e.g., any particular departments or parts of the organisation you have dealt with (if known)	
Relevant time periods, e.g., when we are likely to have obtained your data (if known)	
Dates of any particular correspondence, meetings or telephone calls (if known)	
The name(s) of people you have dealt with within our organisation (if known)	
Any other relevant information you can think of that might help us respond to your request	

## 3 Signature

Please check the information you have provided and sign below.

Signed	
Date	

Please send this form and the documents we have asked you to provide to:

If you are making this request by email, we will provide the information to you in an electronic format unless you ask us not to. If you wish to receive your information in a different format, e.g., hard copy please let us know in the box below.