

AIB GDPR Right to be Forgotten Request form

Customer Right to be Forgotten Notice

Under the General Data Protection Regulation (GDPR) Article 17, A Person's Right to be Erasure (a.k.a. Right to be Forgotten) is defined as the removal of personal data no longer necessary in relation to the purposes for which they were collected or otherwise processed.

Through the raising of this request, AIB shall endeavour to Erase (Forget) you, where possible provided that your request is valid and that you meet the criteria of a candidate for Erasure. As part of the Right to be Forgotten process, AIB shall remove you from our primary customer system, however we cannot guarantee that you will be immediately removed from all AIB systems. This will be carried out through our Data Minimisation process as set out in AIB's Data Retention Policy.

Please note:

- AIB will not be able to forget any open accounts/products/applications that you have with us.
- AIB may not be able to forget any accounts/products closed within the last 7 years.
- Your Right to be Forgotten will not impact your existing credit history.
- Certain long term accounts or products cannot be forgotten for regulatory / legal reasons.
- If you exercise your Right to be Forgotten, it may not be possible to process any future requests or enquiries that you make with AIB in relation to your forgotten information.
- When raising a Right to be Forgotten request, you must be able to provide AIB with valid proof of identification so that we may verify your identity.

Data Protection – Use of Information Notice

The information provided by you to AIB Group on this form will be held and used solely for the purpose of this Right to be Forgotten Request.

****clarify that information will be held in accordance with CPC guidelines**

AIB Data retention policy

As outlined in AIB's Data Retention Policy, every customer Account or Product is subject to an agreed retention period as set out in the Account/Product Terms & Conditions.

As part of GDPR and the Customer's Right to Erasure, AIB will remove / erase all customer data once the data retention period has expired and provided that we have no legitimate legal or business reason to withhold the data.

For more information please visit [AIB.ie/GDPR/FAQs](https://www.aib.ie/GDPR/FAQs).

AIB GDPR Right to be Forgotten Request form

We may be able to process your Right to be Forgotten if you can answer no to the following questions:

Do you have an open account or product with AIB?

No

Did you close your last account or product with AIB within the last 7 years?

No

Did you have an application for an account or product with AIB within the last 7 years?

No

Please indicate what you would like to be forgotten:

Would you like to exercise your Right to be Forgotten?

Yes

For specific accounts only

If you would like us to forget a specific account or product, please indicate those that you would like to be removed in the text field aside (e.g. Loan, Credit Card, Insurance, Mortgage).

(Please provide account numbers where possible)

Free text field?

AIB GDPR Right to be Forgotten Request form

Please provide us with the details relating to your relationship with AIB. We require this information we can validate and carry out your request to be Forgotten.

*First Name:

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*Last Name:

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*Date of Birth (DD/MM/YY):

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*Address:

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Primary Contact Phone No:

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*NSC / Account No:

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All fields marked with ‘*’ are mandatory. We require this information to carry out your Right to be Forgotten Request.

Upon exercising your Right to be Forgotten under GDPR, AIB will strive to carry your request wherever possible and remove you from our primary customer system, however we cannot guarantee that you will be immediately removed from all AIB systems. This will be carried out through our Data Minimisation process as set out in AIB’s Data Retention Policy. If you exercise your Right to be Forgotten under GDPR, it may not be possible to process any future requests or complaints that you make with the Bank in relation to your forgotten information. Please confirm that you have read this notice by ticking box aside.

Customer Signature:

Date:

AIB GDPR Right to be Forgotten Request form

Please provide us with your details so as to contact you while we carry out your Right to be Forgotten request. Please include only if different to the information on the previous page.

***First Name:**

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***Last Name:**

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***Correspondence Address:**

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Primary Contact Phone No:

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All fields marked with '*' are mandatory. We require this information to carry out your Right to be Forgotten Request.

AIB GDPR Right to be Forgotten Request form

Please verify the information that the customer has provided in the form. Please tick the associated boxes to confirm each field is correct

Customer First Name provided:

Customer Last Name provided:

Customer Date of Birth provided (DD/MM/YY):

Customer Listed Address provided:

Customer NSC / Account / Application Number provided:

Customer has provided valid proof of ID:

Form of Customer ID Authentication

FOR STAFF USE ONLY

All Customers Authenticated

Staff Number

Staff Initials

Branch NSC

Date

