

Cranfords Trustees Limited
International House
Constance Street
London
England
E16 2DQ

Data Gathering Team
Email: datagathering@apjsolicitors.co.uk
Reference: 117470.1
Date: 25th November 2020

DATA SUBJECT ACCESS REQUEST: SECOND SUBMISSION

Re: **Our Client:**
Address:

Mr Terry Hazelwood
19 Brackendale Gardens
Upminster
Essex

RM14 3XB

Dear Sirs

Following our letter dated 04/09/2020 we are disappointed to note we have not received a reply to our Data Subject Access Request ("DSAR") in the required time as stated in Article 15 of the General Data Protection Regulation ("GDPR").

If we do not receive a satisfactory response from you within 14 days, we will not hesitate in taking further action. This may include but not be limited to complaints made directly to the relevant regulator seeking judicial remedy.

Should you require any information to enable you to action our request please contact our office on 0800 028 9791 alternatively you can email your request to datagathering@apjsolicitors.co.uk

We look forward to your response.

Pensions and Investments Team
Anthony Philip James and Co Ltd
Solicitors SRA 629443

Cranfords Trustees Limited
International House
Constance Street
London
E16 2DQ

CALL Today: 0800 028 9791
Data Gathering Team
datagathering@apjsolicitors.co.uk
Our Reference: 117470.1
Date: 4th September 2020

Re: Subject Access Request

Dear Sirs,

Anthony Philip James & Co act on behalf of Mr Terry Hazelwood and we have been instructed to request the clients personal data pursuant to *Article 15* of the EU General Data Protection Regulation ("GDPR"), specifically in relation to our client's pensions and investments. We enclose a signed form of authority for your records.

Given this letter constitutes a valid data request we **will not** consider any additional "application" or "access" forms and therefore, we expect a response within one calendar month of receipt of this letter as permitted by the ICO. In order to simplify compliance with this request please forward any response and data electronically to datagathering@apjsolicitors.co.uk.

Please do not contact the customer directly or send them the requested information given we have provided you with a valid letter of authority.

We look forward to receiving your response within one calendar month from receipt of this request.

Yours faithfully

Data Gathering Team
Anthony Philip James and Co Ltd
Solicitors SRA 629443

In the event your records are not up to date, we have provided additional information for you to locate our client below.

Our Client Name:	Mr Terry Hazelwood
Client Previous Name:	
Client Date of Birth:	13/07/1964
Address:	19 Brackendale Gardens Upminster Essex RM14 3XB
Previous Address(es):	
National Insurance Number:	
Policy Number:	XXXXXX



Date 30 May 2019
This is not a tax invoice

Your statement

The details

3 of 4

Any questions?

Go to eonenergy.com/help

Call 0345 052 0000

Mon to Fri 8am to 8pm and Sat 8am to 6pm.
For training purposes, we may record calls sometimes.

Your account number 3802 5048 68

Scan this using apps
from price comparison
websites to see if you're
on the best deal for you.



N
Mr Terry Hazelwood
19 Brackendale Gardens
Upminster
Essex
RM14 3XB

Electricity and gas statement - estimated

If your actual readings are different to our estimates, go to eonenergy.com/readings or call us on 0345 052 0000

Before this statement ▶

Credit balance from your last statement - 26 Feb 2019	£18.87 CR
Your payments & adjustments	£415.42 CR
£138.00 CR on 18 Mar 19 £138.00 CR on 18 Apr 19 £138.00 CR on 20 May 19	
£135 CR Price Change Adjustment on 01 May 19	
£0.07 CR VAT Adjustment on 1 May 2019	

On this statement ▶

Electricity and gas charges - see back for info	£341.03
VAT at 5% on £341.03	£17.05

Your credit balance is

£76.21 CR

You don't need to do anything - we'll write to you if you're due a refund. If we've not refunded your credit balance, we'll carry this over to your next statement.

We've added a credit for the April 2019 price increase, which we applied too early.

Each day at a glance

Electricity

You used

3.5 kWh on this statement
3.5 kWh this time last year

Gas

You used

69.6 kWh on this statement
73.8 kWh this time last year

Electricity average for last year is based on actual reads.
Gas average for last year is based on actual reads.

Want to switch your tariff?

Go to eonenergy.com/bestdeal
Or call us on 0345 052 0000

Could you pay less?

Your personal projections

Gas £1,159.80 for the next 12 months
Based on your current tariff. Includes any discounts and VAT at 5%.

Electricity £261.61 for the next 12 months
Based on your current tariff. Includes any discounts and VAT at 5%.

Gas

Based on your current choices, you're
already on our cheapest tariff
- E.ON EnergyPlan

You could save **£227.25** by switching to:
• Fix Online v20

Electricity

Based on your current choices, you're
already on our cheapest tariff
- E.ON EnergyPlan

You could save **£49.76** by switching to:
• Fix Online v20

Fix Online requires you to have a smart meter fitted, if you're eligible. You can only sign up for this tariff at eonenergy.com We'll tell you if you could save money again on every bill. We may withdraw our fixed price tariffs from sale at any time without warning, so savings shown above may no longer be available. Savings are calculated by comparing the personal projection above with 12 months on our cheapest tariff for you. Calculations are based on your estimated use. Includes VAT at 5%. Remember - if you switch tariffs, your terms and conditions may change significantly. E.ON EnergyPlan prices may change at any time. More information about your tariff can be found in the 'About your tariff' section. **Remember - it might be worth thinking about switching your tariff or supplier.**

To get a large print, talking or Braille bill, call 0800 051 2193

Your statement

The details

4 of 4

About your tariff

You can use this info to compare your tariff with other tariffs

Gas	Electricity
Name E.ON EnergyPlan	Name E.ON EnergyPlan
Paying by Fixed Monthly Direct Debit	Paying by Fixed Monthly Direct Debit
Tariff ends No end date	Tariff ends No end date
Exit fee (only applies if you leave more than 49 days before your tariff ends)	Exit fee (only applies if you leave more than 49 days before your tariff ends)
No exit fee if you switch supplier	No exit fee if you switch supplier
Estimated use in the last 12 months	Estimated use in the last 12 months
Total 26,131 kWh	Total 940 kWh

For electricity and gas at 19 Brackendale Gardens Upminster RM14 3XB

Meter readings

E - estimate

Electricity readings

Period	Meter no.	Previous	Present	Rate	kilowatt hours
26 Feb 19 to 1 Apr 19	202E016824	35773 E	35890 E	Normal	117
1 Apr 19 to 30 May 19	202E016824	35890 E	36094 E	Normal	204

Gas readings

How do we work out your gas? See below

Period	Meter no.	Previous	Present	Units used	kilowatt hours
26 Feb 19 to 1 Apr 19	G4W00318150501	34552 E	34764 E	212 m ³	2361
1 Apr 19 to 30 May 19	G4W00318150501	34764 E	35133 E	369 m ³	4109

(212 units x 1.02264 (conversion factor) x 39.2 (calorific value) + 3.6 (to get kilowatt hours) = 2361 kWh)

(369 units x 1.02264 (conversion factor) x 39.2 (calorific value) + 3.6 (to get kilowatt hours) = 4109 kWh)

We measure the gas you use in cubic metres, but like all suppliers we change for gas in kilowatt hours. You can find the calculation we use to do this below your readings - all gas suppliers use the same calculation. To find out more, go to eonenergy.com/gascalculator

The details

CR - credit

Electricity charges

E.ON EnergyPlan

Usage charges	£18.38
26 Feb 2019 to 01 Apr 2019 Normal 117 at 15.71p each	£18.38
Standing charges	£7.32
26 Feb 2019 to 31 Mar 2019 34 days at 21.52p	£7.32
Usage charges	£36.09
01 Apr 2019 to 30 May 2019 Normal 204 at 17.69p each	£36.09
Standing charges	£13.36
01 Apr 2019 to 29 May 2019 59 days at 22.64p	£13.36
If you pay by Direct Debit, you can stop paying this way at any time, but any unit rates and standing charge will increase. We will notify you of your new prices before this happens, or to find out more go to eonenergy.com/dd or contact us.	

Gas charges

E.ON EnergyPlan

Usage charges	£83.11
26 Feb 2019 to 01 Apr 2019 Gas 2361 at 3.52p each	£83.11
Standing charges	£8.36
26 Feb 2019 to 31 Mar 2019 34 days at 24.59p	£8.36
Usage charges	£159.51
01 Apr 2019 to 30 May 2019 Gas 4109 at 3.882p each	£159.51
Standing charges	£14.90
01 Apr 2019 to 29 May 2019 59 days at 25.25p	£14.90
If you pay by Direct Debit, you can stop paying this way at any time, but any unit rates and standing charge will increase. We will notify you of your new prices before this happens, or to find out more go to eonenergy.com/dd or contact us.	

Total charges

Total electricity and gas charges (excluding any discounts and VAT) **£341.03**

Electricity source

Fuel type	E.ON Energy Solutions Limited Fuel Mix (%)	E.ON UK Overall Average (%)	UK Average (%)
Coal	10.1	10.1	7.64
Natural Gas	53.5	53.5	41.24
Nuclear	16.2	16.2	20.01
Renewable	16.7	16.8	29.04
Other	3.5	3.4	2.07
Totals	100	100	100

For more information go to eonenergy.com/fuelmix

* Data sourced from www.gov.uk/government/publications/fuel-mix-disclosure-data-table

E.ON Energy Solutions Limited is part of the E.ON SE Group

Data year: 1 April 2017 to 31 March 2018

Other ways to get in touch

Write E.ON, PO Box 7750, Nottingham, NG1 6WR.

Deaf and hard of hearing customers
Sign online: eonenergy.com/bsl

Minicom 0800 056 6560

Moving home? Please read your meter, then go to eonenergy.com/moving or call us on 0345 303 3020

Bereavement Support Team: Our dedicated team of advisers are here to help on 0333 202 4841.

Emergencies

Power cut? Call FREEPHONE 105 - open 24/7

Smell gas? Call 0800 111 999 - open 24/7

Supply details

Electricity supply number:

S	01	801	003
	10	1257	8703 680

Electricity distributor UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

Gas meter point reference: 3203920108

Gas distributor Please call us on 0345 052 0000 for your gas distributor details.

Independent help and advice

To view the 'Know Your Rights' leaflet or for free, confidential and impartial advice visit citizensadvice.org.uk/energy or call the Citizens Advice consumer helpline on 0345 404 0506.

Unhappy with our service?

We're sorry and we'd like to put it right. You can contact us in 3 ways:

Email via eonenergy.com/contact, write to Customer Service Centre, E.ON, PO Box 7750, Nottingham, NG1 6WR or phone: 0345 052 0000.

We'll always try to resolve things straight away, but we'll let you know if we can't. If we've not sorted out your complaint within 8 weeks, we'll write to let you know. You can then pass your complaint to Ombudsman Services: Energy on 0330 440 1624, email os-enquiries@os-energy.org, visit www.ombudsman-services.org or write to PO Box 966, Warrington WA4 9DF. This is a free, independent and impartial service. Any decision reached by the Ombudsman that you accept is binding on us, but not on you.

For more information, visit our complaints pages at eonenergy.com/standards

04 MAY 2020

V2.00



Letter of Authority

Your Name:

Mr Terry Hazelwood

Date of Birth:

13/07/1964

Joint Applicant Name:

Date of Birth:

Your Current Address:

19 Brackendale Gardens
Upminster
Essex
RM14 3XB

Address at time of sale:

* For joint claims both clients must sign below (one in each box) Please complete with today's date.

Client Signature 1

Client Signature 2

Dated: 04/05/2020

Dated:

1. To whom it may concern this is my/our explicit authority to authorise disclosure of all personal and financial information and documentation.
2. The request is made and authority given pursuant to the Data Protection Act 2018 and General Data Protection Regulations (EU) 2016/679.
3. I/we confirm that I/we have lawfully contracted with my/our Solicitors Anthony Philip James & Co Limited to act on my/our behalf.
4. For the avoidance of doubt I/we have given my/our Solicitors full authority to make a claim on my/our behalf.
5. I/we direct and authorise that any payment due in respect of investment and/or PPI and/or commission and/or loan and/or mortgage, and/or interest and/or compensation be sent directly to my Solicitors.
6. I/We authorise you to release any information and/or documentation deemed confidential or otherwise as may be requested from time to time by my/our Solicitors.
7. I/we direct and authorise Equifax and/or other Credit Reference Agency to release any information whether deemed confidential or otherwise as may be requested from time to time by my Solicitors.
8. The request for information and/or documentation relates to Banks, Building Societies, Independent Financial Advisors, Pension Providers, Financial Brokers, Insurance Companies, Mortgage Lenders, Loan companies, Payment Protection Insurers, Mortgage Brokers, SIPP

- Operators, Solicitors, Accountants, Insolvency Practitioners, Credit Card Companies and/or any other potential holder of information or documentation relating to me/us.
9. This authority is not for a limited period and is to remain in force until withdrawn in writing by me/us.
 10. I/We authorise the release of my file of papers from my solicitor and/or my accountant and/or insolvency practitioners
 11. A copy of this Form of Authority will have the same validity as the original.
 12. I/we agree to be bound by the Terms and Conditions, CFA what you need to know, Conditional Fee Agreement, Contingency Fee Agreement, Cover letter.
 13. I/we hereby authorise you to draft relevant forms and/or commence civil proceedings in such Civil Court as you consider appropriate, and to sign such statements of truth on my/our behalf.
 14. I/we authorise you to obtain suitable legal expense cover for me/us as you, in your discretion, deem necessary in the conduct of my/our case.
 15. I/we also irrevocably authorise you to endorse cheques solely for the purposes of discharging accounts and disbursements incurred on my/our behalf.
 16. I/we also irrevocably authorise you to pay accounts and disbursements incurred on my/our behalf.
 17. I/We confirm that I/we have read and understood the declaration.

Anthony Philip James and Co Ltd are authorised and regulated by the Solicitors Regulation Authority (SRA number 629443)



DRIVING LICENCE

1. HAZELWOOD
2. TERRY



3. 13.07.1964 ENGLAND
4a. 11.03.2015 4c. DVLA
4b. 10.03.2025
5. HAZEL607134T99FG 24
7.



8. 19 BRACKENDALE GARDENS, UPMINSTER,
RM14 3XB

9. AM/A/B1/B/C1/D1/BE/C1E/D1E/H/K/L/N/p/q

THIS PAGE IS RESERVED FOR OFFICIAL OBSERVATIONS

CETTE PAGE EST RESERVEE AUX OBSERVATIONS OFFICIELLES (11)

THERE ARE NO OFFICIAL OBSERVATIONS

UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

PASSPORT
PASSEPORT

Passport No./Passport No.
534023793

Code/Code
GBR

Type/Type
P

Surname/Nom (1)

HAZELWOOD

Given names/Prenoms (2)

TERRY

Nationality/Nationalité (3)

BRITISH CITIZEN

Date of birth/Date de naissance (4)

13 JUL / JUIL 64

Sex/Sexe (5) Place of birth/Lieu de naissance (6)

M

UPMINSTER

Date of issue/Date de délivrance (7)

09 FEB / FEV 16

Date of expiry/Date d'expiration (9)

09 MAR / MARS 26

Authority/Autorité (8)

HMPO

Holder's signature/Signature du titulaire (10)

11 JUN 2019