

# Request for Access to Personal Information



## When should you use this form?

- Complete this form to request access to personal information held about you by Woolworths Group. Try to be as specific as you can to help us find the right information promptly.
- You can only request personal information about yourself (or someone that you have the legal authority to request on behalf of). There's no charge for making a request to access your personal information. However, in certain cases we may need to charge a fee to cover the time we spend locating, compiling and explaining the information you ask for. We'll tell you in advance if there is going to be any cost to you, so you can decide if you want to go ahead.
- If you need help with any of the following, the quickest and easiest way is to speak with our Customer Service team directly through phone or webchat:
  - eReceipts (within the last 14 months).
  - Account Information (such as your contact or membership information)
  - Loyalty Information (such as Everyday Rewards points history within the last 90 days)

## Privacy Notice

We will use the information provided on this form to process your request and for identity verification to ensure that personal information is provided to the correct individual. We may disclose the information to others involved in responding to this request, such as service providers who assist with data processing. For more information about how Woolworths handles your personal information, please refer to our [Privacy Policy](#).

\* Mandatory field

## Your details

Surname\*:

First Name\*:

Email Address\*:

Mobile Number\*:

Date of Birth (dd/mm/yy):

Other information relevant to the account or service you have with us:  
(e.g. Your Everyday Rewards Number, Insurance Policy Number if you have one)

## Authorised representative (if relevant)

If a representative is requesting access on behalf of another (e.g. solicitor or family member), the representative must provide the details below.

Representative Surname\*:

Representative First Name\*:

Relationship\*:

Email Address\*:

Mobile Number\*:

**NOTE:** Please attach proof of your authorisation to act on the person's behalf, such as legal documentation in support of your authority (For example: A Power of Attorney).

## Request for access

If your request concerns a particular Woolworths' business, please let us know which one\*.

Woolworths Supermarkets

Everyday Insurance

BigW

Everyday Rewards

Everyday Mobile

Other, please specify:

Woolworths Gift Cards

Woolworths Metro

Please specify the personal information you would like to access. Please try to be as specific as you can to help us in locating your information\*.

Account or Everyday Rewards information, *please specify:*

Transaction history, *please provide your billing address, a recent order number, the date, time and location of that order:*

Chat transcript, *please provide the date, time of the chat, and the agent first name (if known):*

Other, *provide full details of the types of personal information you seek access to:  
(If you are looking for information relating to a specific period of time, please let us know.)*

## Access method

I would like to receive the requested information by\*:

Secure PDF by email

Hard copy by registered mail, *please provide your address:*

Postcode:

Other method, *please specify:*

Before we process your request, we'll verify your identity using the details you provided against the information we hold about you. We'll contact you if we need more details to confirm your identity or clarify your request.

## Submitting your request to us

Please return the completed form to us using one of the options below:

**Email:** [privacy@woolworths.com.au](mailto:privacy@woolworths.com.au)

**Post:** Privacy Officer - Woolworths Limited  
PO Box 8000  
BAULKHAM HILLS NSW 2153

We will aim to process your request within 30 days, and will let you know if there is likely to be a delay. In some cases, access may be limited or refused as permitted by law. If that happens, we will explain the reasons in writing.

Thank you for taking the time to contact Woolworths Group with your request.