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Differences between Pay-as-you-go and contract customers

Privacy policies are shared between pay-as-you-go customers and contract customers.

The differences are on the data that the network operators have access to.

For Pay-as-you go customers it is much more difficult to request personal data, since it is much more difficult to make sure the person who is requesting this information is the same person of the mobile phone owner.

INFORMATION HELD ON CONTRACT CUSTOMERS.

Information that is NOT AVAILABLE even under a SAR:

- Content of Calls, SMS, MMS or Voicemail
- Copies of Contracts

Information available from [REDACTED], without needing to make a SAR:

- Copies of Bills
- Information about your contract
- Copy of Proof of Purchase (Receipts) for Mobile Handsets

Information that may be available through a SAR:

- Account notes and correspondence
- Lists of calls and SMS / MMS made to and from your [REDACTED]
- List of incoming SMS / MMS to your mobile phone.
- If you have been charged with a Driving Offence involving a mobile phone.
- Copies of Call Recordings made to [REDACTED]

INFORMATION HELD ON "PRE-PAY" CUSTOMERS:

For Unregistered Pay-as-You-Go Mobile Phone Numbers please note. If your pay-as-you-go phone is not registered with us we cannot verify your identity and so we will not disclose any information without a Court Order.

If you subsequently choose to register your account, you will only be able to access information from the date of registration, but not prior to that date.

IF YOU ARE A REGISTERED PRE-PAY CUSTOMER:

Information that is NOT AVAILABLE even under a SAR:

- Content of Calls, SMS, MMS or Voicemail

- Copies of Contracts
- Billing Information

Information that may be available without making a SAR:

- Copy of Proof of Purchase (Receipts) for Mobile Handsets
- Information about your contract
- Top ups and available credit

Information that may be available through a Subject Access Request

- Account notes and correspondence
- Lists of calls and SMS / MMS made to / from [REDACTED]
- List of incoming SMS / MMS to your mobile phone.
- If you have been charged with a Driving Offence involving a mobile phone.
- Copies of Call Recordings made [REDACTED]