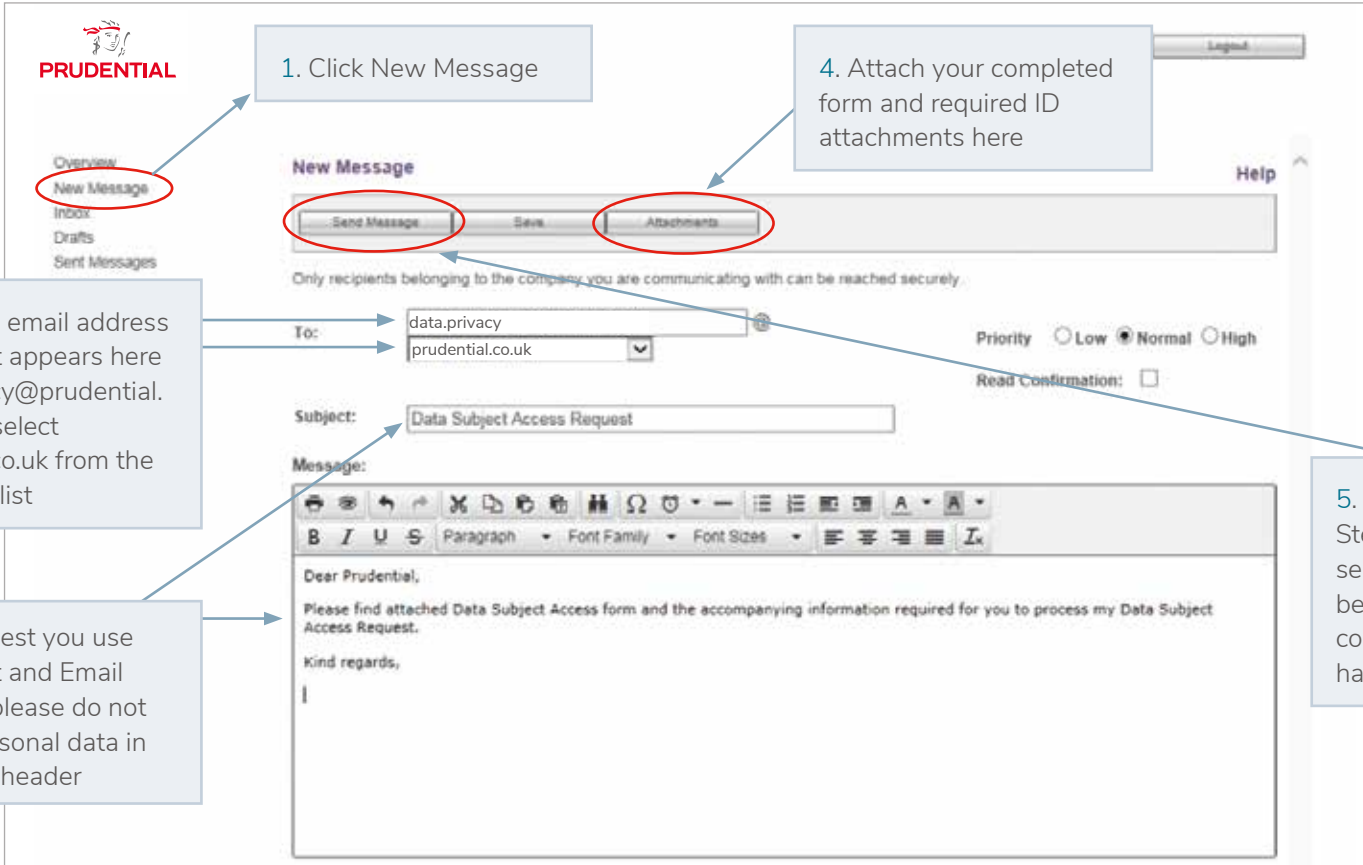


# User Guide for sending a data subject access request and identification attachments through PruMail

1. If you haven't already done so, complete the Data Subject Access Request form – you can find this [here](#).
2. You need to **Register** for an account as a new user of PruMail. Skip this step if you already have an account.
3. Once registered, click [here](#) to create a secure email with completed Data Subject Access Request form and identification attachments.
4. Follow the instructions below to send the completed email through the secure portal.



The screenshot shows the 'New Message' interface in the PruMail system. The interface includes a navigation menu on the left with 'New Message' circled in red. The main area contains a 'Send Message' button (circled in red), a 'Save' button, and an 'Attachments' button (circled in red). The 'To:' field contains 'data.privacy@prudential.co.uk' and a dropdown menu showing 'prudential.co.uk'. The 'Subject:' field contains 'Data Subject Access Request'. The 'Message:' body contains the text: 'Dear Prudential, Please find attached Data Subject Access form and the accompanying information required for you to process my Data Subject Access Request. Kind regards, I'. A 'Priority' section has 'Normal' selected. A 'Read Confirmation' checkbox is present. A 'Login' button is in the top right corner.

**1. Click New Message**

**2. Enter the email address exactly as it appears here (data.privacy@prudential.co.uk) and select prudential.co.uk from the drop down list**

**3. We suggest you use this Subject and Email wording – please do not put any personal data in the subject header**

**4. Attach your completed form and required ID attachments here**

**5. When you've completed Steps 1-4, click here to send the message. You'll be taken to a screen which confirms that the message has successfully been sent**