

I've updated the entry for VTEC – no issues as this is an electric train type so has a wheelchair space in 1<sup>st</sup> Class (so in the first line I've just copied the Cross Country entry)

Doug already has the wheelchair space booked below so all is good with that leg

On a related note; I'm meeting up with Doug tomorrow afternoon so if anyone has anything they would like discussing or feeding back, please shout

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**From:** █

**Sent:** 29 June 2017 16:20

**To:** █

**Cc:** █

**Subject:** Re: Assistance Booking

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Mr Paulley advised in all circumstances that he knew both ScotRail and VTEC had no first class for journeys he wanted to make including knowledge that ScotRail portion did not do seat reservation.

He pointed out that he had booked first class tickets on our website but I know he would have noticed that there is warning about first class wheelchair spaces.

We did another digging and found that he also send a Textphone request now saying he booked his tickets on Northern website.

I plan to go over the next telephone conversation as his request is that we pay him £7k for not meeting ORR requirements and he took information from approval letter of 2016 something baseless.

Regards

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**Subject Access Request 12<sup>th</sup> May 2017 to present day – Mr Douglas Paulley – Call transcripts**

**Call Date:** 17/05/2017

**Call Time:** 17:07

Agent; Hello you are through to \*\*\*\*\* at Northern how can I help?

Mr Paulley; Hi, please may I book assistance for three journeys tomorrow.

Agent; Certainly, have you booked assistance with us before

Mr Paulley; Yes

Agent; Due to new data protection laws, before I can go ahead and book your assistance, I need to ask you a question. Do you agree for your personal and journey data to be gathered and held within the passenger assist booking system for two years and made available to all train operating companies and Northern Rail. In order so they can arrange and carry out assistance on your behalf?

Mr Paulley; yes

Agent; Thank you, can I take your postcode

Mr Paulley; █ █

Agent; Mr Douglas Paulley

Mr Paulley; Correct