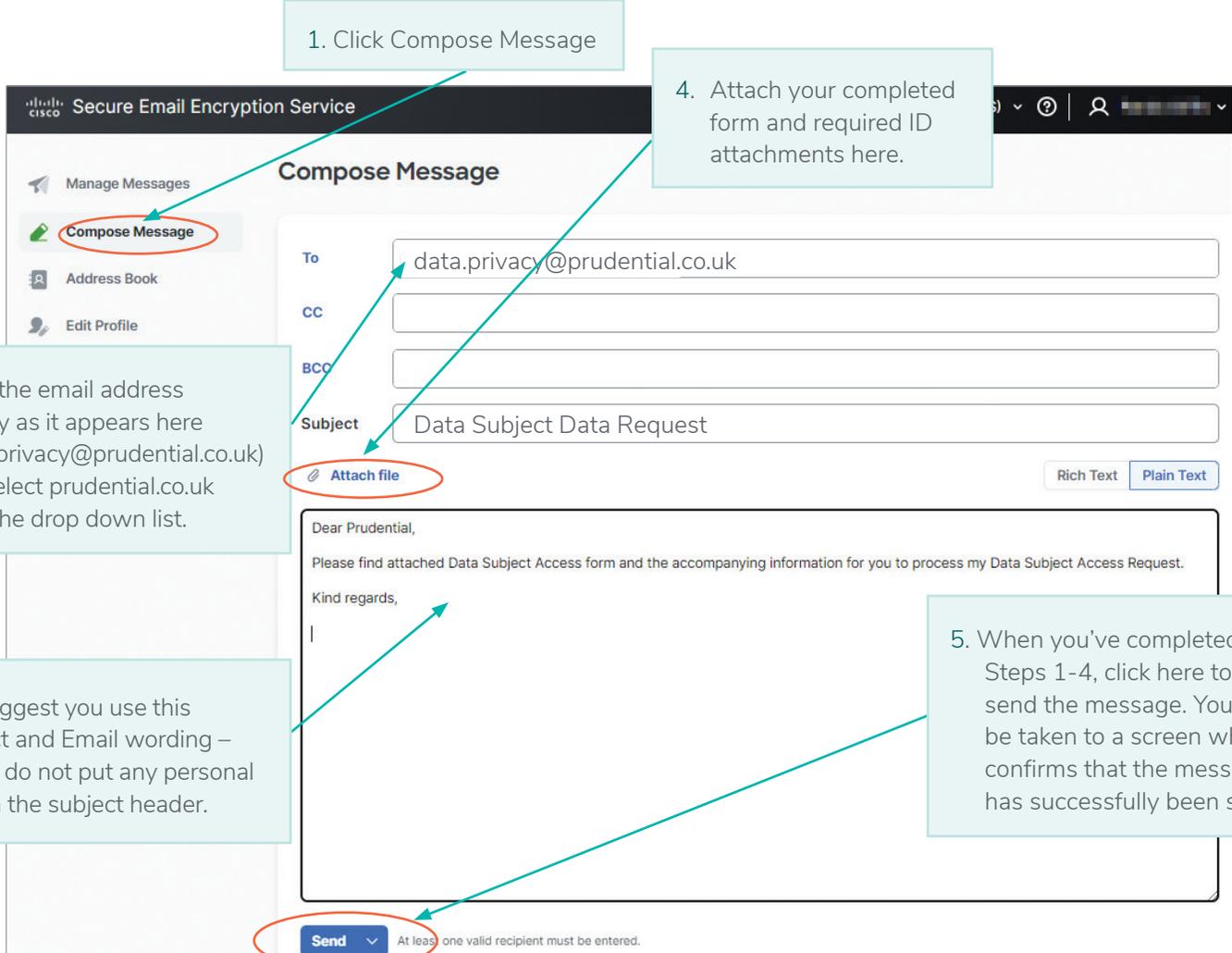


# User Guide for sending a data subject access request and identification attachments through PruMail

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 to send the completed email through the secure portal.



The screenshot shows the 'Compose Message' interface in the Cisco Secure Email Encryption Service. The interface includes a left sidebar with 'Compose Message' highlighted, a main form for 'To', 'CC', 'BCC', and 'Subject' fields, an 'Attach file' button, a rich text editor with pre-filled text, and a 'Send' button at the bottom.

1. Click Compose 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.

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