



Mr Alfred Donovan
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17 February 2011

Dear Mr John Donovan and Mr Alfred Donovan

Subject Access Request dated 2 February 2011 (the "SAR")

Mr John Donovan's email to myself dated 2 February 2011 requesting information pursuant to section 7 (1) of the Data Protection Act 1998 will be dealt with on behalf of the appropriate companies in the Royal Dutch/Shell Group by Company Secretarial, Shell International Limited.

Please find enclosed two copies of a Subject Access Request form together with an Information Leaflet. The Subject Access Request form is for any Personal Data that any Shell Group Company operating in the UK may be processing apart from images from CCTV equipment. If you want information about or a copy of images from CCTV equipment please ask for a separate Subject Access Request form.

Each of you will need to complete a Subject Access Request form. The Subject Access Request form is divided into two sections:

Part A—asks you to give information about yourself that will help us confirm your identity. You will be asked to provide evidence of your identity by producing documentation with your application. When dealing with a Subject Access Request, the Data Controller has a duty to ensure that information he holds is secure and must be satisfied that you are who you say you are before disclosing the information.

Part B - asks you to declare that the information you have supplied is correct and to confirm that either you are the Data Subject or to confirm your relationship with the Data Subject. A person who impersonates or attempts to impersonate another may be guilty of an offence.

If you wish to obtain information about Personal Data and a copy of any Personal Data from a Shell Group company operating in the U.K. please each complete a Subject Access Request form and return it enclosing the following documentation:

- A copy of an appropriate identification document for each of you;
- Any other authorities requested;
- The fee (or donation if appropriate) of £10 (only one fee of £10 is necessary);

Registered in England and Wales number 3075807

Registered office: Shell Centre London SE1 7NA

VAT reg number: GB 235 7632 55(101)

Once we have received the completed forms, together with the appropriate documentation and fee where requested, we will consider the request. Unless certain exemptions apply or we require more information from you to identify the information you are requesting, we will supply you with information and a copy of the Personal Data requested within 40 days of receipt of the completed forms.

Please note that the form enclosed with this letter does not cover images captured on CCTV equipment. If you require information about, or a copy of these images please ask for a separate Subject Access Request form.

Yours faithfully



Gavin White
Shell International Limited