

Factsheet 18. Service Records.

Access to personal data held by the MOD may be sought for many reasons, including:

- proof of Service in HM Armed Forces
- medical reasons
- family history or research

Requests from former Service personnel

Requests from former Service personnel for his/her personal data held by the Ministry of Defence are processed in accordance with the Data Protection Act 1998; such requests are called Subject Access Requests (SAR).

A SAR must be made in writing and must be accompanied by proof of identity (e.g. a copy of a passport or recent utilities bill), and sufficient information to locate the data sought. To assist the search, your letter should include as much information as possible eg:

- Service Number, Rank, Full Name, Date of Birth and period served (dates from and to).
- Requests for data for ex-Army personnel must also include the Regiment or Corps.

A full copy of the record can be requested however, original documents, discharge papers/books cannot be replaced. The MOD will also provide extracts from service records. Once all the necessary information has been received, your request will be processed and you should receive a reply within 40 calendar days.

To obtain a SAR form, please visit www.veterans-UK.info (service records)

For service records of non-UK personnel please see www.veterans-UK.info (service records)

Requests from Interested parties

Enquirers must provide a letter of consent, signed by the person to whom the records relate.

Records of Deceased personnel

Enquirers must provide the consent of the Next of Kin and unless the person died in Service, proof of death. A charge may be made for enquiries. Prior to 1972 all Royal Navy personnel were given their service record when they were discharged. For pension purposes the Royal Navy retained pay details. Therefore the only data held on Royal Navy personnel who served prior to 1972 is their Service details (number, rank, name etc) and a list of dates and ships/shore bases.

For further information please contact Service Personnel and Veterans Agency:

Free Veterans Helpline 0800 169 2277

Textphone 0800 169 3458

Telephone Number (Overseas) +44 1253 866043

Website www.veterans-uk.info

Certificate of Kinship

Information from the personal record of a deceased Ex-serviceman/woman can be released only with the consent of the official Next of Kin. The form aims to identify whose consent is required and the data you provide will be used **only** in connection with your enquiry. The form is retained for 2 years should you have subsequent queries. To download the Certificate of Kinship form and Search Document for the **Army, Royal Navy**, and the **Royal Air Force**, please visit www.veterans-UK.info (service records).

Where do I send my SAR form?



Prior to 1972 all RN personnel were given their service record when they discharged. For pension purposes the RN retained pay details. Therefore the only information held on RN personnel who served prior to 1972 are their Service details (number, rank, name etc) and a list of dates and ships/shore bases.

The following address should be used for all Royal Navy and Royal Marine Enquiries

DNCM
Data Protection Cell
Building 1/152
PP65
Victory View
HMNB Portsmouth
PO1 3LS
Telephone Numbers: 02392 727531 / 723114 / 726063



Army service records are held by Service Number, Rank, Full Name and Date of Birth. It is important that as much of this information as possible is provided, together with the Regiment or Corps if known, to assist in locating the correct record

The following address should be used for ex-soldiers wishing to access their personal records

Army Personnel Centre,
Disclosure 2,
Mail Point 515,
Kentigern House,
65 Brown Street,
Glasgow,
G2 8EX
Tel: 0845 600 9663

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Textphone 0800 169 3458
Telephone Number (Overseas) +44 1253 866043
Website www.veterans-uk.info**

The following address should be used for family members wishing to access records of deceased soldiers

Army Personnel Centre,
Historical Disclosures,
Mail Point 400,
Kentigern House,
65 Brown Street,
Glasgow,
G2 8EX



Service records of RAF Officers that served prior to 1922 and Airmen that served prior to 1924 are held at the National Archive.

Service records of Officers that served from 1922 onwards and Airmen that served from 1924 onwards are held at Personnel Management Agency (PMA).

PMA IM 1B RAF
Room 5 Building 248A
RAF Personnel Management Agency
RAF Innsworth
Gloucester
GL3 1EZ
Tel: 01452 712612 (ext: 7622)

The following personnel Service records have been transferred to the National Archive (formerly the Public Record Office) and are available for public access.

- Royal Navy Officers who enlisted prior to 1914
- Royal Navy Ratings who enlisted prior to 1924 and First World War records for Women's Royal Naval Service
- Royal Marine Officers and Other Ranks who enlisted before 1926
- Army Officers and Other Ranks that enlisted prior to 1920
- Royal Air Force Officers that served prior to 1922
- Royal Air Force Airmen that served prior to 1924

Service records, which pre-date those held by the MOD, have been transferred to the National Archive and are freely available for public access. However the National Archives is not resourced to carry out searches. Enquirers are instead welcome to visit, or hire an independent researcher – see www.nationalarchives.gov.uk for further details.

I am still unsure of what to do, who can help?

If you have any other queries about service records or are not sure about which office to write to please contact Veterans Helpline **0800 169 2277**.

For information on historical records please see www.veterans-uk.info

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Textphone 0800 169 3458
Telephone Number (Overseas) +44 1253 866043
Website www.veterans-uk.info**