**Individuals’ Complaints**

**PDPPL-02040404E**

**Guidelines for Regulated Entities**

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| **National Cyber Governance and Assurance Affairs** |
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**Document History**

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**Related Documents**

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| **Document Reference** | **Document Title**  |
| **PDPPL-02050220E** | Individuals' Complaints Guidelines for Individuals (English) |
| **PDPPL-02050219E** | Individuals’ Rights Guidelines for Individuals (English)  |

*Individuals must fill out this form when submitting a complaint to the National Cyber Governance and Assurance Affairs in accordance with Article 26 of the PDPPL. Individuals can make a complaint about an organisation’s use of their personal data for example, if the organisation haven’t allowed the individual to access their personal data, are not transparent about how they process it or are not processing it in accordance with the PDPPL.*

*Individuals must first seek redress of their complaint from the organisation before seeking to make a complaint to the National Cyber Governance and Assurance Affairs.*

Answer the following questions and attach the appropriate evidence to this application.

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| **Reason for complaint** |
| The organisation I am complaining about. |
| * Won’t delete or remove personal data it holds about me.
* Won’t correct personal data it holds about me.
* Keeps contacting me for marketing purposes.
* Keeps making automated decisions or profiling me.
* Has lost personal data, or hasn’t kept personal data secure.
* Has used my personal data without my consent.
* Has used my personal data in a way I didn’t expect.
* Didn’t respond to my request to exercise my right(s) under the PDPPL.
* Refused to enable me to exercise my right(s) under the PDPPL.
* Sent only some of the personal data I requested.
* Took too long to respond to my request to exercise my right(s) under the PDPPL.
* Does not enable me to make a complaint directly to them about my personal data.
* Something else (provide details below).
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| Please provide relevant details: |
| Date of your complaint to the organisation:  | Provide the date you made your complaint to the organisation. |
| Supporting evidence (you can write and/or add documents):  | Provide a copy of any letters or emails you’ve sent to the organisation, and any responses from them. If however you have not contacted the organisation yet about this complaint please explain why. |
| How would you like the National Cyber Governance and Assurance Affairs to help? | Please specify how you would like us to support you with your complaint. |

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| **Information of the organisation your complaint is about**  |
| Provide details of the organisation here. |
| Organisation name: | Provide name of organisation. |
| Organisation address: | Provide the address of the organisation (if the organisation has multiple branches, please specify the exact address of the branch). |
| Contact name:  | Provide the name of the representative you have contacted at the organisation, if you have these details. |
| Email: | Provide the email address of the organisation or their representative that you contacted, if you have one. |
| Phone number:  | Provide the phone number for the representative you spoke to, if you have one. |

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| **My Information**  |
| Provide your details here. |
| Your Name:  | Full name of the person completing this form. We need your name, even if you’re acting on behalf of someone else |
| Are you acting on someone's behalf?:  | * No
* Yes, I’m acting on behalf of someone else
 |
| Name of person you’re acting on behalf of: *(If you’re acting on behalf of someone else only)*  | Provide proof so we know you’re allowed to act on their behalf. You can provide a signed document from them as proof, or get the person you’re acting on behalf of to contact us. |
| Email:  | The email address you want us to use for correspondence about this complaint. |
| Phone number: | Optional. Useful if we need to contact you about your complaint. |
| * I hereby declare that the information provided above is true and correct to the best of my knowledge and I have read and understood the National Cyber Governance and Assurance Affair’s guidelines on individual complaints.
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| Name |  |
| Date |  |

**End of Document**