

INSTRUCTIONS

Guide for making a Personal Data Access Request ("PDAR")

For the purpose of this form:

- a Data Subject is an individual who is requesting access to his/her personal data; and
- a Third Party Requestor is another individual/entity that is requesting access to the personal data of the Data Subject

Sections to fill:

- Sections applicable to requests made by a Data Subject personally: 1, 3, 4 & 5
- Sections applicable to requests made by a Third Party Requestor: 2, 3, 4 & 5

Supporting documents required:

- For Data Subjects – Copy of National Registration Identification Card (NRIC) or passport bearing signature of Data Subject.
- For Third Party Requestors (Individual) – Copy of National Registration Identification Card (NRIC) or passport, bearing signature of Third Party Requestor as well as documents evidencing the right/authority of the Third Party Requestor to the information of the Data Subject.
- For Third Party Requestors (Entity) – Certified true copy of identity of Third Party Requestor as well as documents evidencing the right/authority of the third party requestor to the information of the Data Subject.

Processing fee:

A processing fee, which will depend on the type of request being made as per Table 1 below, is payable at the point of submission of this form. Your request will be processed within *21 days* from the date your request is received by us.

Table 1

Item	Type of request	Fee (RM)
Walk-in Customer		
1	Data Access Request (PDAR) for Data Subject's personal data with a copy – Data	5
2	Data Access Request (PDAR) for Data Subject's personal data with a copy – Document	10
3	Data Access Request (PDAR) for Data Subject's personal data with a copy DAR - Data & Document	10
4	DAR for Data Subject's personal data without a copy*	2
Walk-in Customer		
1	Data Access Request (PDAR) for Data Subject's personal data with a copy – Data	5
2	Data Access Request (PDAR) for Data Subject's personal data with a copy – Document	10
3	Data Access Request (PDAR) for Data Subject's personal data with a copy DAR - Data & Document	10

Restricted information:

Please note that we will not be able to comply with your request in certain circumstances, e.g. where we are provided with insufficient information to locate the personal data requested for, where the request relates to personal data which is commercially confidential to us or where we are unable to verify the identity of the requestor, but we will notify you of any such decision.

Completed form:

Please send in all completed forms to the following address:

Customer Support Department
Pos Digicert Sdn. Bhd.
8-3A-02, Star Central, Lingkaran Cyberpoint Timur,
63000 Cyberjaya, Selangor Darul Ehsan

Contact Us:

Should any advice or guidance be required in completing this form, please contact our Customer Support at +603 8800 8008

PERSONAL DATA ACCESS REQUEST

Please tick [√] one of the following:

I am a customer/former customer of Pos Digicert and I would like to access my personal data
(Please proceed to **Section 1** of this form)

I have previously dealt with Pos Digicert and I would like to access my personal data
(Please proceed to **Section 1** of this form)

I am making a request for the personal data of another person
(Please proceed to **Section 2** of this form)

For all other requestors, please contact us directly.

MODE OF PAYMENT (Please select your preferred mode of payment)

Corporate Request Individual Request

Cheque (for companies only) Cheque Number: | | | | | | | | | | Name of Bank: _____

Cash Postal Order # _____ Other Document # _____

SECTION 4 - DECLARATION

In complying with this data request, I request you to send by registered mail a copy of the requested data to me.

Please write to me (please refer to details provided in Section 1 or 2 (C) above) to update me on the status of my request.

*Due to security concerns, for personal requests from the Data Subject, we will be posting the requested data to you at your last known address in our records.

SECTION 5 - DECLARATION

I/We, _____ hereby certify that the information given in this form and any documents submitted enclosed are true and accurate. I/We understand that (i) it will be necessary for you to verify my/ our / the Third Party Requestor's identity, and (ii) that you may contact me / us for more detailed information in order to locate the personal data requested.

I/We also understand that any and / or all personal data provided by me / us in this Personal Data Access Request Form will be collected and processed by you as personal data in accordance with the Personal Data Protection Act 2010.

Signature: _____ **Date:** _____