Data Privacy Complaint handling form

You as Data Subject are entitled to raise towards Mentor Media Ltd concerns or complaints about the handling of your personal data under Singapore's Personal Data Protection Act (PDPA).

We at Mentor Media will do our best to respond promptly and in any event within one month by receiving the following:

- Receipt of your written request or
- Receipt of any further information we may ask you to provide to enable us to comply with your request, whichever happens to be later

The information you supply in this form will only be used for the purposes of identifying the personal data you are requesting and handling your request. You are not obliged to complete this form to make a request, but doing so will make it easier for us to process your request quickly.

For questions related to submitting a request/complaint, please contact Mentor Media Ltd by:

- Email: PRIVACY@mentormedia.com
- When you have filled-in the form, please send it to Mentor Media Ltd. Do not forget to attach the documents validating your identity.

Address to send in your request:

- Email: PRIVACY@mentormedia.com
- Mail (post): Mentor Media Ltd 47 Jalan Buroh, #08-02 Singapore 619491

SECTION 1: Details of the person requesting information

- Full name:
- Address:
- Email address:
- Contact telephone number:

| SECTION 2: Mentor Media Ltd Details  |
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| Name of the Mentor Media entity that the complaint is about (in full) / Relationship with Elanders |
| Location of the Mentor Media Ltd entity that you have been dealing with                            |
| Name of contact person, if any, within the entity, that you have been dealing with (optional)      |
| Their contact information if available (optional)  |

| SECTION 3: Are you the data subject?  |
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| Please click the appropriate box and read the following instructions.   |
| $\square$ YES: I am the data subject. I enclose proof of my identity (see below). (Please go to section 5)  |
| $\square$ NO: I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity (see below). (Please go to section 4)  |
| To ensure we are processing data of the right person we require you to provide us with proof of your identity and of your address. Please supply us with a photocopy or scanned image (do not send the originals) of one or both of the following:  |
| <ol> <li>Proof of Identity         <ul> <li>a. Passport, photo driver's license, last 4 digits of your Identity Card, birth certificate</li> </ul> </li> <li>Proof of Address         <ul> <li>a. Utility bill, Identity Card address and showing only the last 4 digits should the full Identity Card numbers be visible.</li> </ul> </li> </ol> |
| If we are not satisfied you are who you claim to be, we reserve the right to refuse to grant your request.  |
| SECTION 4: Details of the data subject (if different from section 1)  |
| • Full name:  |
| • Address:  |
| Email address:  |
| Contact telephone number:   |
| SECTION 5: Reason for request   |
| Select all that best describe your concerns with the Elanders Group entity listed in section 2:   |
| $\hfill\square$ Withdraw consent If you have given your consent to the processing of your personal data and you wish to withdraw it.  |
| ☐ Right of access   |
| If you want a confirmation that we process your personal data or if you want information about the processing, access to the personal data or a copy of it.   |
| ☐ Right to rectification If your personal data is incorrect or needs an update. This also includes making supplementary statements.   |

| ☐ Right to restriction of processing  |
|---|
| If you want us to stop processing your personal data.   |
| ☐ Right to data portability   |
| If you want a copy of your personal data or want to have it transferred to another company.   |
| ☐ Right to object to processing   |
| If you have reason to believe that our processing of your personal data does not meet the high ambitions we have set out, you may object to the processing.   |
| If none of these rights, as set out by applicable data protection law, describes what you want to request, please describe your request here. If possible, try to avoid giving us any further information that may be regarded as personal data when you describe your request. |
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## **SECTION 6: Disclosure**

Mentor Media Ltd will use the information you enter in the form as well as additional information gathered in the course of the investigation for the purpose of investigating and resolving the submitted complaint. The complaint will be handled by designated employees within Mentor Media Ltd. Within the course of the investigation the information, including your personal data, may need to be shared for the above-mentioned purposes with other Mentor Media Ltd entities, technical experts, legal advisors and translators. In this context, your personal data may be transmitted to other countries with different, and perhaps less protective data protection laws, although Mentor Media Ltd has taken steps to ensure that your personal data will be held securely and be protected. You have the right to request access to your personal data, that your personal data shall be rectified or erased and, in certain instances, you may object to the processing of your personal data.