

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

Name of the Mentor Media entity that the complaint is about (in full) / Relationship with Elanders

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Location of the Mentor Media Ltd entity that you have been dealing with

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Name of contact person, if any, within the entity, that you have been dealing with (optional)

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Their contact information if available (optional)

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SECTION 3: Are you the data subject?

Please click the appropriate box and read the following instructions.

YES: I am the data subject. I enclose proof of my identity (see below). (Please go to section 5)

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:

1. Proof of Identity
 - a. Passport, photo driver's license, last 4 digits of your Identity Card, birth certificate
2. Proof of Address
 - a. Utility bill, Identity Card address and showing only the last 4 digits should the full Identity Card numbers be visible.

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:

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.

