Individual Rights Request Form

Customer Information

<table>
<thead>
<tr>
<th>Title:</th>
<th>Last name:</th>
<th>First name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Card No:</td>
<td></td>
<td>Mobile No:</td>
</tr>
</tbody>
</table>

1. Method of Contact

Kindly select your preferred mode of contact for this request (tick one)

- [ ] Post   Postal Address
- [ ] Email  Email Address

2. Access, Correct or Erase Information

<table>
<thead>
<tr>
<th>Access</th>
<th>Erasure</th>
<th>Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>You have the right to make a request for a copy of the personal data that Epic holds about you.</td>
<td>In certain circumstances, you may have the right to have personal information that Epic Communications Limited hold about you erased.</td>
<td>You have the right to have personal information held about you corrected if it is not accurate.</td>
</tr>
</tbody>
</table>

- [ ] Name & Surname *
- [ ] ID Card/Passport Number *
- [ ] Date of Birth *
- [ ] Postal Address *
- [ ] Email Address *
- [ ] IMSI & SIM Card number (where applicable)
- [ ] Fixed/Mobile number
- [ ] Portal Username *
- [ ] Contact Telephone No.
- [ ] Credit Card Information (where applicable)
- [ ] Bank Account Information (where applicable)
- [ ] Communication with Epic Communications Limited **

Input correct information

- [ ] Title
- [ ] Name and Surname
- [ ] ID Card/Passport No.
- [ ] Date of Birth
- [ ] Postal Address
- [ ] Email Address
- [ ] Contact Telephone No.
- [ ] Credit Card
- [ ] Bank Account No.
- [ ] User Account Password

** Please provide a date range for the above requested information: [Start Date] to [End Date] within box in section 2.1
* This information is also available for you by logging into our website by visiting www.epic.com.mt
Individual Rights Request Form

Section 2.1
If you would like to request Access or Correction to any other personal data which is not listed above, please specify by ticking the applicable box below, and filling in the provided space below.

Access ☐
Correction ☐

3. Portability

Kindly select your preferred mode of contact for this request (tick one)

Port Out Data
You have the right to be able to take your personal data you provided to us, with you. For example, Epic ensures that you can take your personal data with you by allowing you to download your monthly bills, at the click of a button, in a format of your choice. In order to do this, log in to My Epic and go to your billing area. If the information you require is not available via My Epic please tick this box, alternatively, you can contact the Customer Services team or call 247 from your Epic number.

4. Objections and Complaints

In case you wish to object to Epic processing your personal data, request to exercise restriction or erasure rights, or make a data protection related complaint for any other reason you can fill in the following provided space with your comment.

5. Terms and Conditions

• Under the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) you may request to access, correct, port and (where applicable) restrict, object and erase personal information that Epic holds about you, we kindly ask you use this form to request these rights, for more information about your individual rights see www.epic.com.mt/privacypolicy

• If you are an individual customer and wish to make an individual rights request, please print and return your completed form, declaration signature and send it to us via email to 247@epic.com.mt, post to the address listed below, or submit it at any store and present ID Card.

• If you are a business customer, please send this form to enterprisesupport.mt@epic.com or visit any store & ensure that authorised signatories have endorsed this form

• We endeavor to get back to your within 30 calendar days from the date of receipt to provide a response to you, if we cannot do this because the request is complex we will be in touch to let you know.

• If we can fulfil your request, the information is correct at the time of disclosure. If we cannot adhere to your request, we’ll explain why.

• Please note we will only release personal information that is your personal data under this request (unless made by authorized third party)

Our Postal address:
FHA/Data Protection Officer
Epic Communications Limited
Skyparks Business Centre
LQA 4000

Customer Signature ____________________________ Date ____________