

# Individual Rights Request Form



## Customer Information

Title:	Last name:	First name:
ID Card No:	Mobile No:	

## 1. Method of Contact

<b>Kindly select your preferred mode of contact for this request (tick one)</b>	
Post <input type="checkbox"/>	Postal Address
Email <input type="checkbox"/>	Email Address

## 2. Access, Correct or Erase Information

<b>Access</b> You have the right to make a request for a copy of the personal data that Epic holds about you.		<b>Erasure</b> In certain circumstances, you may have the right to have personal information that Epic Communications Limited hold about you erased.		<b>Correction</b> You have the right to have personal information held about you corrected if it is not accurate.	
				<b>Input correct information</b>	
Name & Surname *	<input type="checkbox"/>	1 Epic strives to only process and retain your personal data for as long as we need to, for example while connected with Epic, such processing of data is in accordance to our privacy policy. For more information, you can visit <a href="http://www.epic.com.mt/privacypolicy">www.epic.com.mt/privacypolicy</a> .	<input type="checkbox"/>	Title	
ID Card/Passport Number *	<input type="checkbox"/>	2 If however you feel your personal data is being unlawfully retained/used, please fill in section 4 of this form.	<input type="checkbox"/>	Name and Surname	
Date of Birth *	<input type="checkbox"/>		<input type="checkbox"/>	ID Card/Passport No.	Due to the nature of this information, we kindly ask you to get in touch with our Customer service or visiting any of our Stores.
Postal Address *	<input type="checkbox"/>		<input type="checkbox"/>	Date of Birth	
Email Address *	<input type="checkbox"/>		<input type="checkbox"/>	Postal Address	
IMSI & SIM Card number (where applicable)	<input type="checkbox"/>		<input type="checkbox"/>	Email Address	
Fixed/Mobile number	<input type="checkbox"/>		<input type="checkbox"/>	Gender	
Portal Username * Epic App/Portal Data	<input type="checkbox"/>		<input type="checkbox"/>	Contact Telephone No.	
Contact Telephone No.	<input type="checkbox"/>		<input type="checkbox"/>	Credit Card	
Credit Card Information (where applicable)	<input type="checkbox"/>		<input type="checkbox"/>	Bank Account No.	
Bank Account Information (where applicable)	<input type="checkbox"/>		<input type="checkbox"/>	User Account Password	Due to the nature of this information, we kindly ask you to get in touch with our Customer service, by calling 247 or visiting any of our Stores.
Communication with Epic Communications Limited **	<input type="checkbox"/>		<input type="checkbox"/>	Consumer Marketing Preferences	To correct your marketing preferences, kindly login onto <a href="http://www.epic.com.mt/mypermissions">www.epic.com.mt/mypermissions</a> or visit any Epic Store or call 247 from your Epic number.

\*\* 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](http://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	<input type="checkbox"/>
Correction	<input type="checkbox"/>

## 3. Portability

<b>Kindly select your preferred mode of contact for this request (tick one)</b>	
<b>Port Out Data</b> <p>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.</p>	<input type="checkbox"/>

## 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](http://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](mailto: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](mailto:enterprisesupport.mt@epic.com) or visit any store & ensure that authorised signatories have endorsed this form
- We endeavor to get back to you 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