

Subject Access Request Form

This form is for any person who wishes to make a request in respect of personal data held or controlled by Eco World International Berhad and its associated group companies (“**EcoWorld International**”). For the purposes of this form, “Data Subject” shall mean the individual to whom the request relates.

Guidance Notes

Please read the notes below before completing this form. A separate form should be completed for each individual.

This is not a mandatory form – requests made in other formats will also be accepted but this form is designed to speed up the process.

Where permitted by applicable data protection laws, EcoWorld International may charge a reasonable fee in respect of any request (which shall not exceed the maximum amount permitted by applicable data protection laws).

Sections 1 (Applicant Details), 2 (Applicant Additional Details), 3 (Proof of Applicant’s Identity), 4 (Details of Information Required) and 5 (Declaration) should be completed for all applications.

Sections 6 (Representative Details), 7 (Proof of Representative’s Identity) and 8 (Authority to Release Information to a Representative) should only be completed if the application is being made by a representative (i.e. someone other than the Data Subject).

Section 3 (Proof of Applicant’s Identity) - If you do not have any of the forms of identity listed, we may in exceptional circumstances accept alternatives for consideration.

In addition to the right to have access to the information we hold about you - depending on relevant data protection laws applicable to you - you may, in certain circumstances, also have the right to:

1. object to or restrict the use of your personal data for purposes necessary for entry into, or performance of a contract with you;
2. withdraw your consent to the processing of your data (where you have explicitly consented to the use of your personal data);
3. data portability (where processing is carried out by automated means);
4. correction or rectification; and
5. erasure or deletion of your personal data (when the personal data is no longer necessary for the purposes for which they were collected or processed, you have withdrawn your consent and there is no other justification for processing, we have used your data unlawfully or the data should be deleted to comply with law).

What information will help with the processing of my Data Subject request?

Identification of relevant records will be easier if you can provide any references issued by EcoWorld International relating to interaction you may have had with us (e.g. order numbers).

If you cannot provide us with satisfactory proof of identity, your request will be rejected.

What information does EcoWorld International hold?

EcoWorld International holds information relevant to the conduct of its business. However, some data may have been reviewed and destroyed where appropriate in accordance with our data retention policy.

EcoWorld International is the ‘controller’ for all customers personal data and certain information held by other bodies which are contracted by EcoWorld International in connection with the conduct of specific business activities. There are exceptions to this – for example, EcoWorld International is not the controller for certain credit checking activities undertaken and in these instances has no remit to disclose such personal data.

How long will it take to get my data?

Once we are satisfied that you meet the criteria for disclosure of data under applicable data protection laws, and have provided sufficient information for us to confirm your identity and accept your application for processing, you should receive a response within one calendar month from that date or within the timeframe required by the relevant data protection laws applicable to you.

Records may be held in several different locations in paper and electronic formats. If you only require specific information and you clearly state what that is – for example a specific document or IT-only data – then you are likely to get a quicker disclosure.

General notes

When we process information requests for children aged 13 or over and spouses, we require their signature of authority before disclosing data. A separate application form should be completed for each individual. Sections 4 and 5 should be completed by a parent/guardian for a child under 18.

The documents that you receive may have data redacted (blacked-out) or contain rough notes that may lack clarity. This is because we aim to supply copies of the original records whenever possible. However, as EcoWorld International records also include third party information that we cannot release to you under applicable data protection laws, e.g. another person’s data, this is removed.

Disclosure by post is usually made by first class post to the address you provide in section 2 or, if appropriate, to your representative named in section 6. We will also disclose by email where requested.

Checklist

Have you completed all relevant sections of the form?

- If you are a representative, have you completed Sections 5, 6 and 7 and has the data subject provided signed authority under Section 8 or provided a separate signed note of authority?
- If you are submitting the form yourself, have you signed the form at Section 5?
- If you are signing as a parent or guardian of a child under 18, have you provided a photocopy of their full birth certificate, photocopies of any court orders and proof of your parental responsibility?
- Have you enclosed two pieces of identification from the lists in Section 3 (one from each of A and B)?
- Have you provided as much information as possible to enable us to find the data you require?

Please send your completed form, proof of identity to:

(A) Eco World International Berhad

Suite 59, Setia Avenue
No. 2, Jalan Setia Prima S U13/S
Setia Alam, Seksyen U13
40170 Shah Alam
Selangor Darul Ehsan
Malaysia

OR

(B) Eco World International (London)

25 Victoria Street
London
SW1H 0EX
United Kingdom

OR

(C) Email: dataprotection@ecoworldinternational.com

Complaints

If you have a complaint or concern about our response to your request made using this form, or how we use your personal data, please contact us in the first instance and we will attempt to resolve the issue as soon as possible. You may also have a right to lodge a complaint with your national data protection supervisory authority at any time.

The relevant supervisory authority for the jurisdictions in which we operate are:

- Malaysia, the Personal Data Protection Commission (<https://www.pdp.gov.my/>);
- Singapore, the Personal Data Protection Commission (<https://www.pdpc.gov.sg/>);
- Australia, the Office of the Australian Information Commissioner (<https://www.oaic.gov.au/>);
and
- UK, the Information Commissioners Office (<https://ico.org.uk>).

Section 1 : Applicant Details

Title

Mr Mrs Ms Title (please state):

Name

Please give details of any known reference numbers issued by EcoWorld International

Section 2 : Applicant Additional Details

Postal Address

Contact Number

Email Address

If your request relates to periods when you have lived at other addresses, please provide a list of these separately, along with the dates you lived at each address so that we can cross-reference against all addresses.

Section 3 : Proof of Applicant’s Identity

In order to prove the applicant’s identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (photocopy of one from below)

List B (plus one original from below) *

National Identity Card	<input type="checkbox"/>	Any document sent to you by EcoWorld International	<input type="checkbox"/>
Passport/Travel Document	<input type="checkbox"/>	Utility bill showing current home address	<input type="checkbox"/>
Driving Licence	<input type="checkbox"/>	Bank statement or Building Society Book	<input type="checkbox"/>
Child under 18 : Full birth certificate	<input type="checkbox"/>		
Child under 18 : Court Order(s)	<input type="checkbox"/>		

For a child under 18 years of age please provide photocopies of all Court Orders. Please state if there is none

* Any original documents you send to us will be returned by first class post.

Section 4 : Details of Information Required

Please use this space to give us any details about the information you are requesting, for example by stating specific documents you require (use extra sheets if necessary):

Section 5 : Declaration

The information which I have supplied in this application is correct, and I am the person to whom it relates or a representative acting on his/her behalf. I understand that EcoWorld International may need to obtain further information from me/my representative in order to comply with this request.

Signature of Applicant

Date

Section 6 : Representative Details

(If completed, EcoWorld International will reply to the address you provide in this section)

Name of Representative

Company Name

Postal Address

Post Code

Contact Number

Email Address

Section 7 : Proof of Representative's Identity

In order to prove the representative's identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (photocopy of one from below)

List B (plus one original from below) *

National Identity Card

Any document sent to you by EcoWorld International

Passport/Travel Document

Utility bill showing current home address

Driving Licence

Bank statement or Building Society Book

Section 8 : Authority to Release Information to a Representative

A representative needs to obtain written authority from the applicant before personal data can be released. The representative should obtain the applicant’s signature below, or provide a separate note of authority or consent.

This must be an original signature, not a photocopy (tip: using blue ink often helps verification). If the applicant is signing as the guardian of a child under 13, proof of legal guardianship must also be provided.

I hereby give my authority for the representative named in Section 6 of this form to make a Subject Access Request on my behalf under applicable data protection laws.

Signature of Applicant

Date

Signature of Representative

Date

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