

## Complaint handling form

You as Data Subject are entitled to raise towards Elanders concerns or complaints about the handling of your personal data under the EU General Data Protection Regulation (EU-GDPR).

We at Elanders 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 the Elanders AB Head Office by:

- Email: [dataprotection@elanders.com](mailto:dataprotection@elanders.com)

When you have filled-in the form, please send it to the Elanders AB Head Office, either by mail or by email. Do not forget to attach the documents validating your identity.

Address to send in your request:

- Email: [dataprotection@elanders.com](mailto:dataprotection@elanders.com)
- Mail (post):  
Elanders AB (Head Office)  
Flöjelbergsgatan 1C  
431 35 Mölndal, Sweden

**SECTION 1: Details of the person requesting information**

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

**SECTION 2: The Elanders Entity Details**

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

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Name of other Elanders Group entity that you have been dealing with (optional)

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

.....

Their contact information if available (optional)

.....

Their location – country

.....

**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**

Passport, photo driver's license, national identity card, birth certificate

**2. Proof of Address**

Utility bill, bank statement, credit card statement (no more than 3 months old), current driver's license

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:

<input type="checkbox"/> <b>Withdraw consent</b>	If you have given your consent to the processing of your personal data and you wish to withdraw it.
<input type="checkbox"/> <b>Right of access</b>	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.
<input type="checkbox"/> <b>Right to rectification</b>	If your personal data is incorrect or needs an update. This also includes making supplementary statements.
<input type="checkbox"/> <b>Right to erasure</b>	If you want us to delete your personal data, provided that certain conditions are met.

**Right to restriction of processing** If you want us to stop processing your personal data, but not delete it.

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**Right to data portability** If you want a copy of your personal data or want to have it transferred to another company.

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**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.

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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.

## SECTION 6: Disclosure

Elanders 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 the Elanders Group's privacy network. Within the course of the investigation the information, including your personal data, may need to be shared for the above-mentioned purposes with other Elanders Group 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 Elanders Group 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. For further information about our personal data handling practices, please see the privacy statements on the respective homepages of the single Elanders Group entities.

**SECTION 7: Declaration**

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this form and certify that the information given in this application to Elanders is true.

I understand that it is necessary for Elanders to confirm my/the data subject's identity and it may be necessary to obtain more detailed information in order to locate the correct personal data.

**Place/Date:** .....

**Signature:** .....

**Documents which must accompany this application:**

- Evidence of your identity (see section 3)
- Evidence of the data subject's identity (if different from above)
- Authorization from the data subject to act on their behalf (if applicable)
- Justification for erasure of data (see section 5)