

ACCESS REQUEST AND ACKNOWLEDGEMENT FORM

Request to Access Personal Data Form**Personal Data Access Request**

Under the Personal Data Protection Act 2012 ("PDPA") you can ask for copies of paper and computer records that an organisation holds, shares or uses about you. In order to deal with your request, we can ask for proof of identity, a fee to cover administrative costs incurred in processing your request, and enough information to enable us to locate the personal data that you request. Please complete this form and return it to us with proof of your identity and the fee to:

Data Protection Officer

dpo@smrt.com.sg

We will acknowledge safe receipt and respond within 30 days.

Part 1: Person that the request relates to (the data subject)

Title:	Mr / Mrs / Miss / Ms / Other
Family Name:	
First Name (s):	
Any other names that you are known by that may assist in the search:	
Address:	
Telephone:	
E-mail:	
Date of birth:	
If you are an employee or former employee of SMRT ("SMRT") please provide your staff number:	

Part 2: Proof of identity and fee

To help us establish your identity, your application must be accompanied by **two** pieces of identification that between them clearly show your name, date of birth and current address.

Please enclose a copy of two of the following documents as proof of identity: passport, national registration identity card (NRIC), driving licence, birth or adoption certificate and/or a copy of a bank statement or utility bill dated within the last three months.

This is to ensure that we are only sending information to the data subject and not to a third party. If none of these are available, please contact dpo@smrt.com.sg for advice on other acceptable forms of identification.

We are entitled under the Personal Data Protection Act to charge a fee for retrieval of your personal data records. This fee may depend on factors such as the effort and materials required to provide the response. We may not be able to immediately provide you an estimate of this fee and will endeavour to inform you of this as soon as reasonably practicable. Further, if in the course of retrieval, it appears that the estimated fee may need to be revised to take into account the actual resources, effort or materials to be utilised in meeting your access request, we may revise our estimate and inform you of this in writing.

In accordance with the Guidelines, we may refuse to provide access to your personal data until you have agreed to pay the relevant fee in full. SMRT must receive payment of this sum in full via cheque.

Part 3: Denial of access

In accordance with Section 21(3), Section 21(4) and the Fifth Schedule of the PDPA, we may refuse to grant your request. We will not provide a refund for the payment of administrative fees where your request to access personal data is denied.

Part 4: Information requested

To help us to deal with your request quickly and efficiently please provide as much detail as possible about the information you want. If possible, please specify a particular service, department, teams or individuals or incident.

Please include time frames, dates, names or types of documents, any file reference and any other information that may enable us to locate your data, for example, for e-mails, the names of senders and recipients and approximate dates.

What is/was your relationship with SMRT?	☐ Customer of: _____ ☐ Employee of SMRT ☐ Former Employee of SMRT ☐ Employee of a vendor engaged by SMRT ☐ Others: _____
Please specify the personal data you require access to <i>(please be specific in order that we may locate your relevant records)</i>	
When was the personal data you seek collected? <i>(Please supply dates or time period of the record)</i>	
Where and how was the personal data you seek collected? <i>(e.g. feedback forms)</i>	
Can you identify the person whom you believe collected the personal data you seek or the basis of your belief that we have the personal data records you seek in our possession or control?	

Reference numbers <i>(e.g. EZ link card number)</i>	
Reasons for access to the personal data records <i>(Please state the reasons for your request to access the personal data records sought)</i>	
Have you previously made a request for the same or similar personal data records? <i>(Please state the date and the outcome of the previous request)</i>	
Other Information	

Please use a separate sheet of paper if there is insufficient space.

I, _____, confirm that the information provided on this form is correct and that I am the data subject whose name appears on this form and that the personal data I am seeking access to relates only to me and no other person(s). I agree to fully cooperate with SMRT and provide it as much assistance and information as may be reasonably necessary for SMRT to efficiently locate the personal data I seek to retrieve. I also understand that my request will not be valid until all of the information requested and payment of administrative fees are received by SMRT.

I also agree and understand that my request is subject to approval by SMRT and that the fees paid by me are not refundable under any circumstances, including without limitation where the personal data that I seek cannot be found or is not in the possession or control of SMRT or SMRT is otherwise unable to provide the personal data.

Signature: _____

Date: _____

Serial number: