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**M.A.S. MULTIBUSINESS  
ACCOUNTING LTD**

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**COMPLAINTS POLICY & FORM**

**Complaints Policy & Form**

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## Purpose

**M.A.S. MULTIBUSINESS ACCOUNTING LTD** is committed to handling personal data in compliance with the General Data

Protection Regulation 2016/679 (**GDPR**) and any other applicable law.

## Types of Complaints

All complaints about **M.A.S. MULTIBUSINESS ACCOUNTING LTD** processing of Personal data will be handled in line with the procedure set out below (Handling complaints). Non-exhaustive examples of the types of concerns likely to be raised include:

- ✓ Unfair or unlawful processing of personal data
- ✓ Misuse of your personal data
- ✓ Unauthorized access to your personal data
- ✓ Loss of your personal data.

Where a complain falls outside the scope of this Complaints Policy, you will be notified of the most appropriate process to be followed.

## Your rights under GDPR

**M.A.S. MULTIBUSINESS ACCOUNTING LTD** is committed to ensure protection of your rights under GDPR and any other applicable law.

Accordingly, you can request access to your personal data. You may also request rectification of inaccurate personal data, or to have incomplete data completed.

In addition, your right to be forgotten entitles you to request erasure of the personal data in cases where:

- i. the data is no longer necessary in relation for the purposes of its collection or processing,
- ii. you choose to withdraw your consent,
- iii. you object to the processing by automated means using technical specifications,
- iv. your personal data has been unlawfully processed, and
- v. there is a legal obligation to erase your personal data, and
- vi. erasure is required to ensure compliance with applicable laws.

You may also request the restriction of processing, in cases where:

- i. you contest the accuracy of the personal data,
- ii. **M.A.S. MULTIBUSINESS ACCOUNTING LTD** no longer needs the Personal data, for the purposes of the processing, and
- iii. you have objected to processing for legitimate reasons concerning you.

You may also request, where applicable, the portability of the personal data that you have provided to **M.A.S. MULTIBUSINESS ACCOUNTING LTD**, in a structured, commonly used and machine-readable format or request to transmit it to a third party of your choice.

You may object (right to “opt-out”) to the processing of your personal data (notably for profiling or for marketing communications).

When we process your Personal data on the basis of your consent, you can withdraw your consent at any time.

## What will we do when we receive a complaint

Our approach is to engage positively and resolve your complaints satisfactorily, without you having to refer your complaint to the Court or to the Cyprus Data Protection Supervisory Authority.

If you have any concerns or problems with the way in which your personal data has been processed, you should not hesitate to raise your concern with **M.A.S. MULTIBUSINESS ACCOUNTING LTD**, e.g. through our **DPO** (contact details are provided below). To help us deal with your complaint, please provide a full written explanation of your concern by completing the Complaints Form below.

## Handling complaints

At the time of drafting your complaint and in order to allow **M.A.S. MULTIBUSINESS ACCOUNTING LTD** to deal promptly and in the most efficient manner with your complaint, you are invited to follow the following steps:

**STEP 1:** Complete and submit the Complaints Form and send it out to our Data Protection Officer (‘DPO’).

**STEP 2:** You will receive a communication **within three (3) business** days from **M.A.S. MULTIBUSINESS ACCOUNTING LTD** acknowledging receipt of your complaint.

**STEP 3:** Your complaint will be treated confidentially and fully investigated where necessary. During this process, you may receive additional communications from **M.A.S. MULTIBUSINESS ACCOUNTING LTD’s DPO** who will be investigating your concern. If you have not provided sufficient information in your complaint, we will let you know about any further information needed to process your complaint.

**STEP 4:** Once the information related to your complaint is complete, we will contact you **within thirty (30) days** to propose a solution. This deadline may be extended in certain circumstances, depending on the nature of the complaint. If you agree with the proposed solution, we will work with you to close the matter. If you do not agree, the matter will be escalated to the **M.A.S. MULTIBUSINESS ACCOUNTING LTD’s** Board of Directors.

**STEP 5:** **M.A.S. MULTIBUSINESS ACCOUNTING LTD’s DPO** will take steps to resolve the matter and will contact you to propose a new solution **within thirty (30) days** of the escalation.

**STEP 6:** If the solution proposed resolves your complaint, **M.A.S. MULTIBUSINESS ACCOUNTING LTD** will close the matter.

**STEP 7:** Should you remain unsatisfied with the outcome of the review by the **M.A.S. MULTIBUSINESS ACCOUNTING LTD's DPO** or you have not received an answer within the above-mentioned deadline, you may then seek further recourse by contacting your local Court or the Cyprus Data Protection Supervisory Authority

Please note that Cyprus is the jurisdiction in which **M.A.S. MULTIBUSINESS ACCOUNTING LTD** is responsible for the processing of your personal data, therefore any recourse must be sought in the Courts of the Republic of Cyprus or by contacting the Cyprus Data Protection Supervisory Authority.

# COMPLAINTS FORM

[To be sent by email at the following email address: dpo@multi-business.com]

## Important Notes:

1. Please complete all sections in BLOCK Capital Letters.
2. Proof of Identity must accompany this Form.

If you believe that the processing of your personal data by **M.A.S. MULTIBUSINESS ACCOUNTING LTD** has caused you damage or has not been processed according to the General Data Protection Regulation 2016/679 (GDPR) or Law 125(I)/2018, you can fill out the present Data Protection Complaints Form.

## Contact Information:

Full Name	
Postal Address	
Telephone Number (including area code)	
Email Address:	

In order to help us identify systems, files etc. that may contain information about you, please check the boxes below that describe your relationship with **M.A.S. MULTIBUSINESS ACCOUNTING LTD**:

- ☐ Job applicant
- ☐ Former employee or contractor
- ☐ Family member, dependent, beneficiary or emergency contact of an employee
- ☐ Employee of **M.A.S. MULTIBUSINESS ACCOUNTING LTD** Client or business partner
- ☐ Employee of **M.A.S. MULTIBUSINESS ACCOUNTING LTD** supplier or vendor
- ☐ Client/Consumer
- ☐ Other – please describe

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If your information may be under another name, please provide that name and reason for the change:

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Please present or include a certified copy of a valid official identification documentation to allow us to verify your name and address (e.g. valid passport or identity card).

If you request to access your personal data or request data portability, please specify the personal data which is subject to the request and confirm that they may be sent by email to the address above or, if technically feasible, to the address of a new Controller as set out below, for the Data Portability Request:

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If you request rectification of your personal data, please specify below the data to be rectified, and provide the justification for such request:

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If you request that the processing of your personal data is restricted, please specify the processing in issue and provide the justification for such request:

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If you request the erasure of your personal data, please specify below the personal data to be deleted and provide the justification for such request:

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If you object to the processing of your personal data, please specify below the personal data you object to us processing and provide the justification for such objection:

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In the event of a Complaint, please include a description of your complaint, including as much detail as possible to help **M.A.S. MULTIBUSINESS ACCOUNTING LTD** investigate and resolve the matter (e.g. nature of data concerned, reasons why you consider that there is a violation of the GDPR or any other applicable law etc.):

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*The information collected in this form is intended to enable the **M.A.S. MULTIBUSINESS ACCOUNTING LTD's DPO** and/or **M.A.S. MULTIBUSINESS ACCOUNTING LTD's Management** to respond to your Complaint or Data Subject Request. The forms will be archived after the Complaint/Request has been treated for (7) seven years and then deleted. For any question related to this Complaints Form, please send your request at the following email address: [dpo@multi-business.com](mailto:dpo@multi-business.com).*