

## Complaint formular

As a data subject, you have the right to raise concerns or complaints with pakadoo GmbH (pakadoo) about the processing of your personal data in accordance with the European Data Protection Regulation (EU GDPR).

We at pakadoo will do our best to respond to any request within one month, subject to the following:

- Providing proof of your written request or
- Receiving any additional information we ask you to provide so that we can fully process your request.

The data you provide in this form will only be processed to identify the personal data you have requested and to process your request. You are not required to fill out this form (completely) in order to submit a request. However, this allows us to process your request much faster.

If you have any questions about filing a complaint, please contact pakadoo GmbH

- Email [datenschutz@pakadoo.de](mailto:datenschutz@pakadoo.de)

When you have completed the form, please send it to pakadoo GmbH.

You can contact us by mail or e-mail. Please note to also enclose the proof of your personal data.

**Please send your request to**

- by Email [datenschutz@pakadoo.de](mailto:datenschutz@pakadoo.de)
- by mail  
pakadoo GmbH  
Schickardstraße 27  
71034 Böblingen  
Germany



## SECTION 1: Information about the person requesting information.

- Name:
- Address:
- Email address:
- Telephone number:

## SECTION 2: Are you the person concerned?

Please check the appropriate box and read the instructions that follow.

**YES:** I am the person concerned. I attach proof of my identity (see below). (Please continue with section 4)

**NO:** I am acting on behalf of the person concerned. I have enclosed the data subject's written power of attorney and proof of identity as well as my own (see below). (Please continue with section 3)

To ensure that we are processing the correct person's data, we need you to provide proof of your identity and address. Please send us a photocopy or scanned image (not the originals) of one or both of the following proofs:

### 1. proof of identity

passport, driver's license, identity card

### 2. proof of address

Utility bill, bank statement, credit card statement (not older than 3 months), current driver's license

If we are not convinced of your identity, we reserve the right to refuse to process your request.

## SECTION 3: Data Subject Information (if different from Section 1).

- Name:
- Address:
- EMail-Address:
- Telephone number:



## SECTION 4: Reason for the request/complaint.

Please select what best describes your concern to pakadoo:

<input type="checkbox"/> <b>Revocation of consent</b>	If you have consented to the processing of your personal data and wish to withdraw it.
<input type="checkbox"/> <b>Right to information/ right of access</b>	If you wish to obtain confirmation of the processing of your personal data, information about the processing, access to or a copy of the personal data.
<input type="checkbox"/> <b>Right to rectification</b>	If the personal data relating to you is incorrect or needs to be updated. This also includes supplementary information.
<input type="checkbox"/> <b>Right to deletion</b>	If you wish your personal data to be deleted - provided that certain conditions are met.
<input type="checkbox"/> <b>Right to restriction of processing</b>	If you want us to stop processing your personal data, but not delete it.
<input type="checkbox"/> <b>Right to data portability</b>	If you wish to receive a copy of the personal data concerning you or if you wish it to be transferred to another company.
<input type="checkbox"/> <b>Right of objection</b>	If you have reason to believe that the processing of your personal data does not meet the high standards we have set out, you can object to the processing.

If none of these rights set out in the EU GDPR express your concern, please describe your request here. Please avoid providing more than the required information.



## SECTION 5: Transparency

pakadoo GmbH will use the information you provide in this form, as well as additional information collected during the investigation, for the purpose of investigating and resolving the inquiry/complaint received. Your inquiry/complaint will be handled only by specific pakadoo employees. In the course of the investigation, information, including your personal data, may need to be shared with third parties (e.g. technical experts, legal counsel, etc.). You have the right to request access to your personal data, to have your personal data corrected or deleted and in certain cases you can object to the processing of your personal data.

## SECTION 6: Confirmation

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

I hereby certify that I have read and understand the terms of this form and further certify that the information provided in this application to pakadoo is true.

I understand the need for pakadoo to verify the identity of the person involved. Furthermore, I understand that it may be necessary for pakadoo to obtain more detailed information in order to identify the correct personal data.

Place/Date: .....

Signature: .....

### Documents that must be attached to this application:

- Proof of your identity (see section 2)
- Proof of identity of the person concerned (if different)
- Power of attorney of the data subject on whose behalf you are acting (if applicable)
- Justification for your request/complaint (see section 4).