



Data Subject Privacy Complaint Form

The purpose of this form is to protect the privacy of individuals with respect to personal information about themselves held by Galaxy Backbone Limited and to provide individuals with a right of access to that information.

Instructions: Use this form to submit a privacy complaint. A privacy complaint can be submitted when you believe that Galaxy Backbone has mishandled personal information OR not answered your request for access to your personal information. When you complain, you are asking us to review the matter to see if the company has dealt with it appropriately under the Nigeria Data protection Regulation 2019

The personal information provided on this form is protected under the Nigeria Data Protection Regulation. Please note that your name and the details of your complaint will be provided to the department that is the subject of the complaint.

| | | |
|--|---------------|-------------|
| Surname * | First name * | Last name * |
| Mailing address * | | City * |
| State * | Mobile phone: | Home phone |
| Email Address * | | |
| Please indicate the best way to contact you, either by phone or email: | | |

* Required field

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| 1. Are you making this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No Are you making this complaint on behalf of another individual? <input type="checkbox"/> Yes (If Yes, attach authorization document) <input type="checkbox"/> No |
| 2. Which department is your complaint for review about? <i>(Please identify by specific name and location.)</i> |
| 3. What is your relationship with the department? Government employee <input type="checkbox"/> or General public <input type="checkbox"/> |
| 4. Summarize your complaint and any steps you have taken to try to resolve it: <i>(Please indicate any file or reference number. Include relevant dates, i.e. date of request for access to personal information, date you became aware of and/or made complaint to the department.)</i> |

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| 5. Have you attempted to resolve the matter with the department? <input type="checkbox"/> Yes (If Yes, attach a copy of any correspondence you may have sent/received) <input type="checkbox"/> No |
|---|

6. Did you write to the department/unit outlining your concerns? Yes No

(If **Yes**, attach a copy of your letter to the department and their response to you, if any.)

NOTE: You are strongly encouraged to first try to settle the matter directly with the department/unit about which you are complaining by contacting the head of department for handling privacy issues within that department.

7. Who have you dealt with at the department/branch? (**List the names, titles, phone numbers or addresses of people with whom you have had contact. Also include date of contact.**)

8. Does the matter relate to (**Note: You can choose more than one, if applicable**)

- Access** to personal information
- Use and Disclosure** of personal information
- Correction/Notation**
- Correction/Time Limits**
- Time Limits (delay)** to respond to your request.
- Language**
- Collection** of personal information
- Retention & Disposal** of personal information
- Fees**
- Other** (explain)
-

9. What are your expectations of the company with respect to resolving your concerns?

Please attach copies of the following documents if you have them:

- Any other correspondence between you and the department on this matter
- Any documentation that indicates that you are authorized to act for another person
- Other relevant documentation

I certify that the information given on this form, to the best of my knowledge, is true and complete.

Full name (print)

Signature

Date

Send Complaint Form to:

Managing Director
Galaxy Backbone Limited
61 Adetokunbo Ademola Crescent
Wuse II, Abuja
Nigeria

We cannot accept complaints by electronic mail. Please complete, print, sign and send the form by mail.