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	Document Classification:	Internal
	Effective Date	10 June 2024
<b>WITHDRAWAL OF CONSENT, ACCESS &amp; CORRECTION PROCESS</b>	Doc No	DPMP-PRO-04
	Revision	1.0

## AMENDMENTS LOG

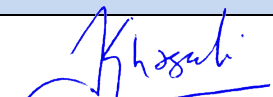
### Revision History

Version	Date	Revision Author	Summary of Changes
1.0	10 June 2024	Edwin Soedarta DPO	First Release

### Distribution

Name	Location
<i>All employees</i>	<i>Shared Folder</i>

### Review & Approval

Name	Position	Signature	Date
Khasali M	Director		10 June 2024

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**RECORDS FOR DOCUMENT REVIEW**

To ensure the continuing suitability, adequacy and effectiveness of the documented information and its relevancy, a review of its contents should be conducted at a planned interval or when significant changes occur. The review should include assessing opportunities for improvement of the documented information and the approach to managing data protection in response to changes to the organization environment, business circumstances, legal conditions as well as the technical environment.

**Instruction Guide:**

Version 1.0, 2.0, 3.0... Version changed with amendments

Version 1.0 Version remained unchanged but update the last and next date of review

VERSION	REVIEW BY	DATE OF REVIEW	NEXT REVIEW DATE
1.0	Edwin Soedarta (DPO) Khasali M (Director)	10 June 2024	9 June 2025

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#### **PURPOSE**

This document describes the mechanisms and approaches in facilitating individuals' rights to withdraw consent for the collection, use and/or disclosure of their personal data, request for access to their personal data, and correct their personal data.

#### **SCOPE**

This applies to personal data collected, used and/or disclosed by the organization.

#### **RESPONSIBILITIES AND AUTHORITIES**

The Management has the prime responsibility and approval authority for this procedure.

The Data Protection Officer ("DPO") shall ensure that the process owners follow this procedure.

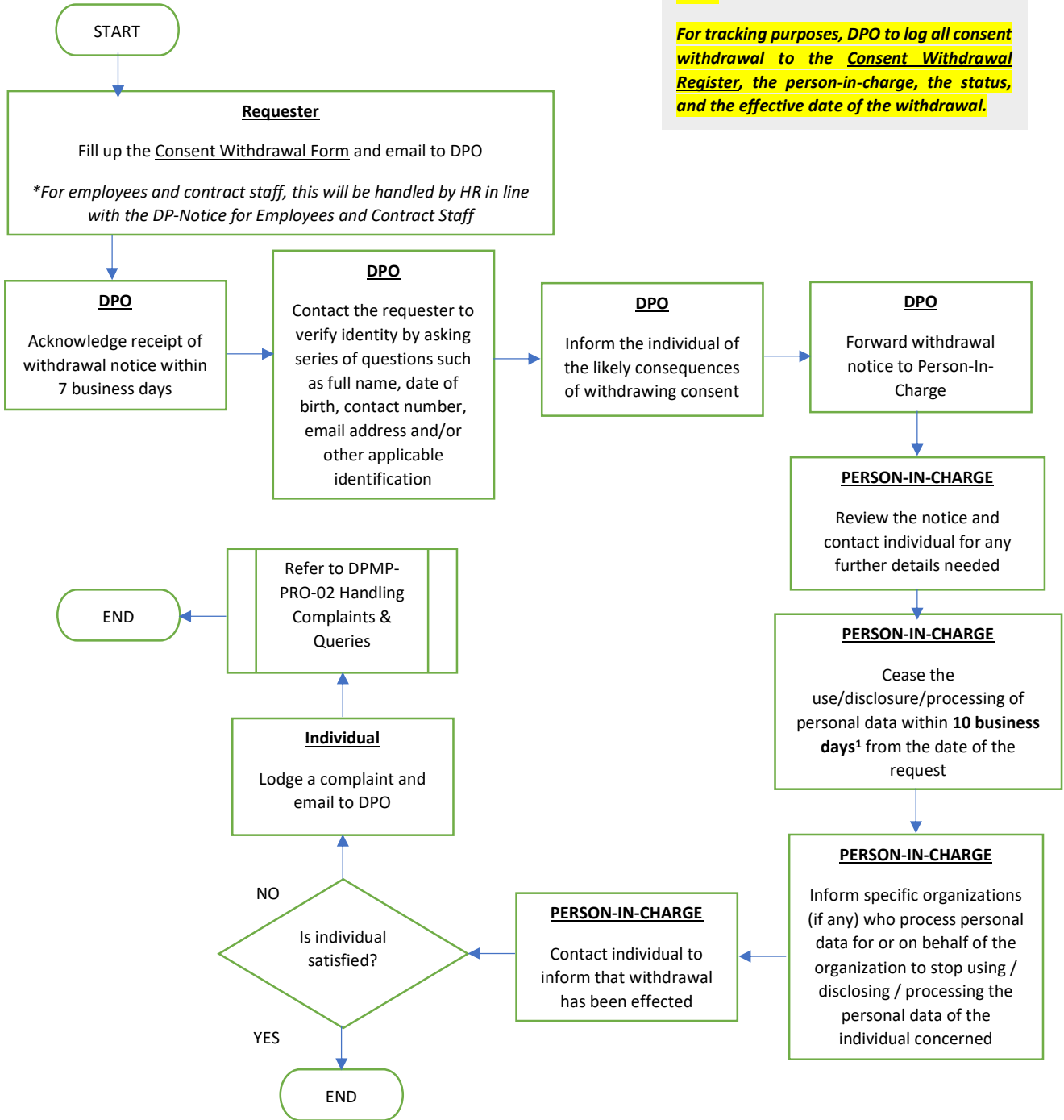
#### **PROCEDURES**

Process flows for handling withdrawal of consent, access and correction requests are described in the next page.

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**1. WITHDRAWAL OF CONSENT**

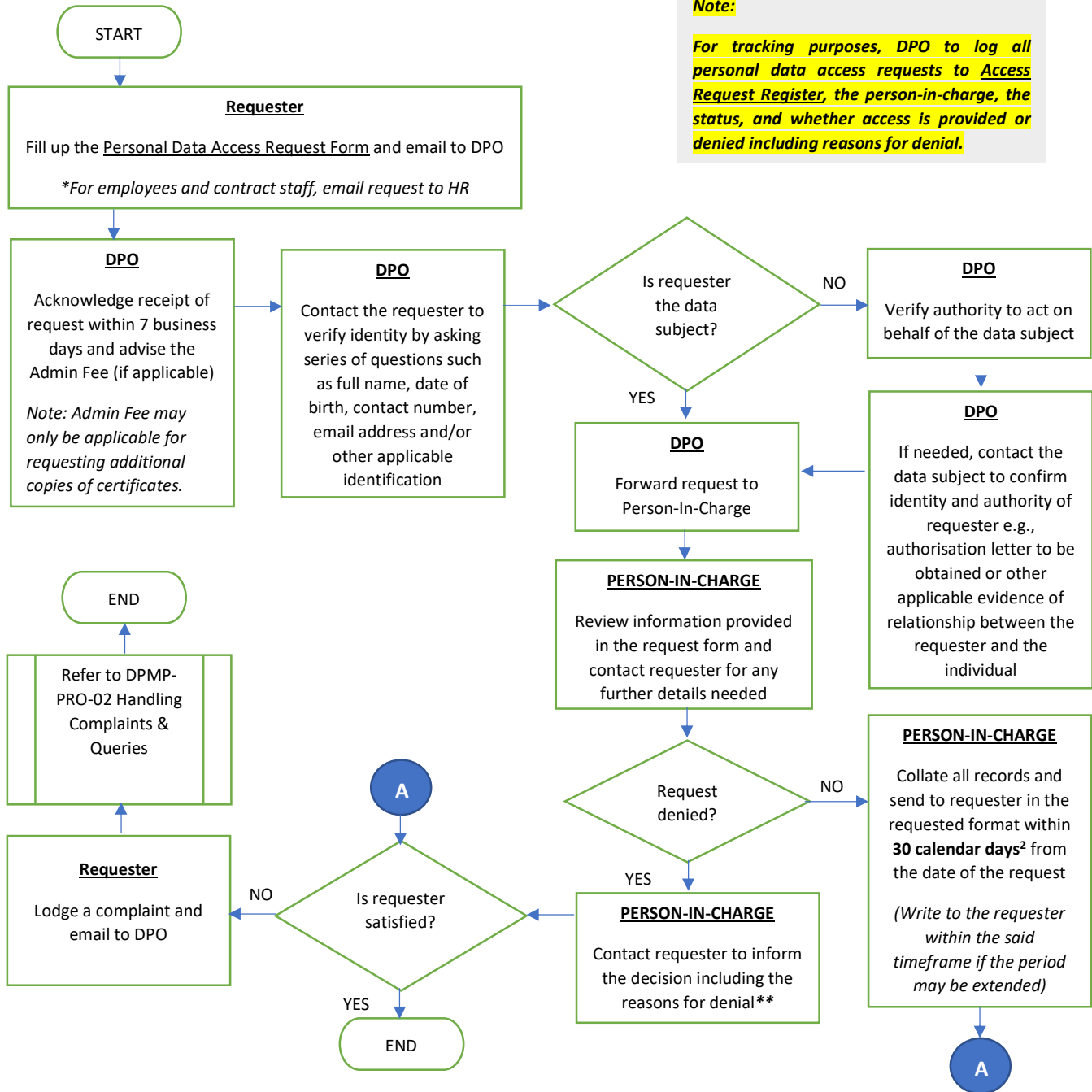
**Note:**  
 For tracking purposes, DPO to log all consent withdrawal to the Consent Withdrawal Register, the person-in-charge, the status, and the effective date of the withdrawal.



<sup>1</sup>General Rule of Thumb that PDPC considers.

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## 2. PERSONAL DATA ACCESS REQUEST



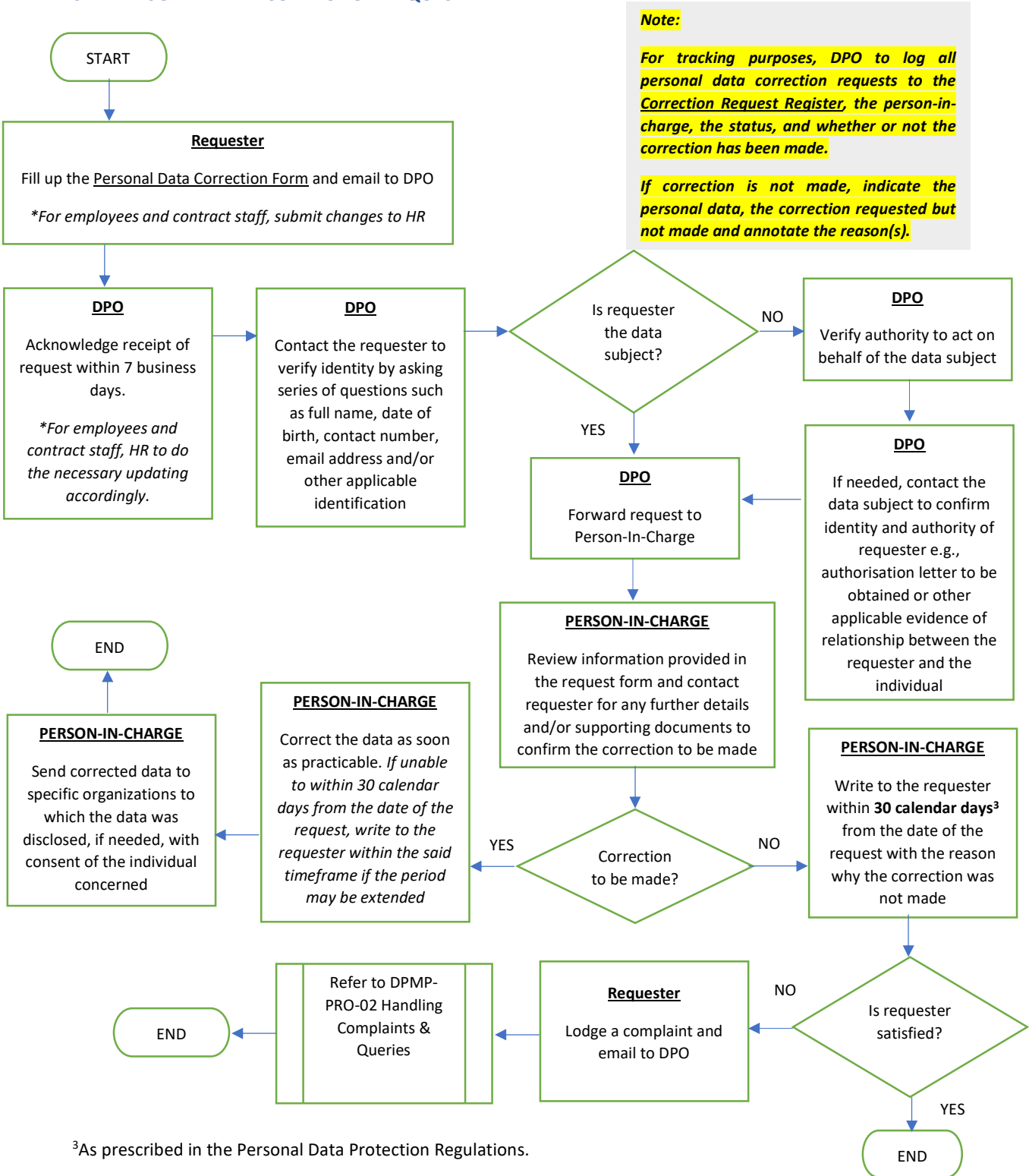
### \*\*Preservation of personal data after rejecting an access request

If it is appropriate under section 21 of the PDPA and Part II of the Personal Data Protection Regulations to not provide some or all of the personal data (PD) requested in the access request ("withheld personal data"), the person-in-charge shall preserve a copy of the withheld PD for a period of at least 30 calendar days after rejecting the access request – as the individual may seek a review of the decision. In the event the individual submits an application for review to the PDPC and the PDPC determines that it will take up the review application, as soon as the organisation receives a Notice of Review Application from the PDPC, it should, as good practice, preserve the withheld PD until the review by PDPC is concluded and any right of the individual to apply for reconsideration and appeal is exhausted.

<sup>2</sup>As prescribed in the Personal Data Protection Regulations.

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**3. PERSONAL DATA CORRECTION REQUEST**



**Note:**

For tracking purposes, DPO to log all personal data correction requests to the Correction Request Register, the person-in-charge, the status, and whether or not the correction has been made.

If correction is not made, indicate the personal data, the correction requested but not made and annotate the reason(s).

<sup>3</sup>As prescribed in the Personal Data Protection Regulations.

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#### 4. RECORD RETENTION

All records relevant to the withdrawal of notice, access and correction requests (e.g., access request form, correction form, withdrawal of notice form and registers) shall be retained for 30 days upon closure by the DPO unless a notice of review has been received from PDPC which will require the records to be retained after the review has been completed. After which, the records will be disposed of in line with the DPMP-PRO-08 Data Retention & Destruction Process.

#### FORMS

DPMP-PRO-04-F1	Consent Withdrawal Form
DPMP-PRO-04-F2	Consent Withdrawal Register
DPMP-PRO-04-F3	Personal Data Access Request Form
DPMP-PRO-04-F4	Access Request Register
DPMP-PRO-04-F5	Personal Data Correction Form
DPMP-PRO-04-F6	Correction Request Register