

DATA SUBJECTS RIGHTS FREQUENTLY ASKED QUESTIONS

1. Where do I obtain the request form?

The form is available on the Company's Corporate Website. Please visit www.courtevillegroup.com to download the form.

2. Do I need to fill out the form before my request can be attended to?

Yes, the completed form is used for the processing of your request.

3. Can I send the completed request form to a physical location or an email?

You send a hardcopy completed form to us at 38, Commercial Avenue, Sabo Yaba or via email to dataprotection@courtevillegroup.com

4. How long will it take for my request to be processed?

Below is the duration for each request;

Request	Response Timeline
Right to rectification	1 month after the application has been received
Right to erasure	1 month after the application has been received
Right to restrict processing	1 month after the application has been received
Right to data portability	1 month after the application has been received
Right to object	1 month after the application has been received
Right not to be subject to automated processing or profiling	1 month after the application has been received
Right to withdraw consent	1 month after the application has been received

5. How do I reach the DPO electronically?

Please send an email to dataprotection@courtevillegroup.com

6. Can I use my utility bill of 7months ago?

The utility bill must be within 6months

7. When is an individual entitled to make an access request?

There are no special conditions that need to be satisfied in order for an individual to be entitled to make an access request. An individual can make an access request to any controller or processor who they think might be processing their personal data?

8. Are there other formalities required for a valid access request?
There are no other formal requirements for an access request to be valid, other than that the request is sufficiently clear to act upon, and that the identity of the requester is sufficiently clear.

9. How will CBS provide the information to my request?

CBS will respond to an individual's access request in the same way the request was made, or in the way in which the requester specifically asked for a response.

10. Will CBS charge a fee for responding to an access request?

Where a data subject makes a request to exercise a data subject right under this procedure that is manifestly unfounded or excessive, which may be because it is part of a string of repetitive requests, the Company may charge a reasonable fee to act on the request, which will normally take into account the administrative costs of doing so.