CRBDirect

SUPPRESSION REQUEST HANDLING POLICY AND PROCEDURE

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SUPPRESSION REQUEST HANDLING POLICY

In order to comply with a suppression request, we will enter the customer's file within our CRM and delete the data fields accordingly, for example, names and contact numbers of customers.

Where an individual explicitly asks us to remove/erase their personal data from our systems we will inform the individual that their personal data will be entered into a suppression list to ensure that they are not contacted by us again. Conditional to this suppression, we must inform our data processor to effectively archive their information to ensure that they are unable to be located on our CRM and as a result, receive no further contact.

SUPPRESSION REQUEST HANDLING PROCEDURE

1. When we contact a customer and they request that we do not call them and remove their records from our CRM and we will inform

the customer that we cannot remove their records from our database completely in order to comply with the suppression request.

2. We inform the customer that we will only maintain information that is necessary in order for us to comply with their suppression

request (i.e. their name and contact number).

3. We inform the client that they have been entered into our suppression list and ask the client if they want to make a formal complaint.

If the customer wants to make a formal complaint this will be logged on our complaints log and will be handled in accordance to our complaints handling procedure.