

MASTER WiZR

Data Subject Access Request (DSAR) Policy

Last updated: April 7, 2023

Definition of DSAR:

A Data Subject Access Request (DSAR) is a request made by an individual or data subject to Master WiZR, the data controller, seeking to exercise their right to access, rectify, erase, restrict, object to, or receive a copy of their personal data held by Master WiZR.

DSARs may also include requests to know how the personal data is being processed, the purposes for which it is being processed, and whether it has been disclosed to third parties. Master WiZR takes the rights of data subjects seriously and is committed to responding promptly and efficiently to DSARs in accordance with applicable data protection laws.

To submit a DSAR, individuals must follow the process outlined below:

1. Submitting a Request:

Individuals must submit a written request to Master WiZR by sending an email to the Data Protection Officer (DPO) at info@masterwizr.com. The request must include the following information:

- a. Name of the individual making the request
- b. Contact information (email address, phone number, and physical address)
- c. Specific details of the information being requested
- d. The reason for the request
- e. Any relevant dates, times, or events related to the request

Verification of Identity:

In order to verify the identity of the requester, Master WiZR may request additional information such as a copy of a government-issued ID or a signed authorization form. Master WiZR will only release personal information to the individual making the request or their authorized representative.

Processing the Request:

Upon receipt of a valid DSAR, Master WiZR will acknowledge receipt of the request within 5 business days and provide an estimated timeframe for completion. Master WiZR will respond to the request within 30 days of receipt, unless an extension is necessary due to the complexity of the request.

Response to the Request:

Master WiZR will provide the requested information in a clear and understandable format. If it is not possible to provide the information in the requested format, Master WiZR will

provide an explanation for the limitation and offer an alternative format. If Master WiZR is unable to fulfill the request, it will provide a detailed explanation for the denial.

If the request is complex or numerous, Master WiZR may contact the individual to request clarification or to provide a more specific request.

Master WiZR will not charge a fee for processing a DSAR, except in cases where the requests are manifestly unfounded, excessive, or repetitive. Master WiZR will respond to DSARs without undue delay and in any event within one month of receipt of the request. If the DSAR is particularly complex or if multiple requests are received, this period may be extended by a further two months where necessary. In such cases, Master WiZR will inform the data subject within one month of receipt of the request and explain why the extension is necessary. All communication related to the DSAR will be conducted in a secure manner and kept confidential.

Timeframe for Response:

Master WiZR is committed to responding to all valid DSARs in a timely and efficient manner, in accordance with applicable data protection laws and regulations. Upon receipt of a DSAR, we will acknowledge the request and begin processing it as soon as possible. The timeframe for responding to a DSAR may vary depending on the complexity and scope of the request, as well as the volume of requests received.

In general, Master WiZR will respond to a DSAR within 30 days from the date of receipt, unless a longer timeframe is required by applicable law or in the case of complex or multiple requests. If we need more time to respond to a DSAR, we will inform the requester within 30 days of receiving the request and provide an estimated timeframe for our response.

We may also request additional information or documents from the requester in order to verify their identity and ensure the security of their personal data. If we are unable to verify the requester's identity, we may not be able to process the DSAR.

If we are unable to fulfill a DSAR, we will inform the requester of the reason(s) for our inability to fulfill the request and provide information on any recourse options available to the requester.

Verification Process:

Master WiZR is committed to protecting the privacy and security of personal information and ensuring that DSARs are only fulfilled for individuals with a valid right to access their personal data. To verify the identity of the individual making the request, Master WiZR will follow the following verification process:

1. The requester must provide valid identification documents such as a government-issued ID or passport that confirms their identity.
2. The requester must provide sufficient information to enable Master WiZR to locate their personal data on the platform.

3. Master WiZR may request additional information or documentation as necessary to verify the identity of the requester.

Once Master WiZR has verified the identity of the requester, the DSAR process will commence. If the requester is unable to provide sufficient verification or Master WiZR has reason to believe that the request is fraudulent or malicious, the request may be denied.

Processing the Request:

Upon receipt of a valid DSAR, Master WiZR will take the following steps to process the request:

1. Acknowledge receipt: Master WiZR will acknowledge receipt of the request within 5 business days of receiving the request. The acknowledgement will include a reference number and an estimated timeframe for completion.
2. Verification: Master WiZR will verify the identity of the individual making the request before processing the request. This may involve requesting additional information or documentation to confirm the individual's identity.
3. Review and processing: Once the individual's identity has been verified, Master WiZR will review and process the request in accordance with applicable laws and regulations. This may involve retrieving, reviewing, and redacting relevant personal data, as well as consulting with legal or other advisors as necessary.
4. Response: Master WiZR will respond to the request within 30 days of receipt, unless an extension is necessary due to the complexity of the request. The response will include the requested information, or an explanation of why the information cannot be provided, and any relevant details regarding the processing of the request.
5. Follow-up: If necessary, Master WiZR may follow up with the individual to clarify the scope or nature of the request, or to provide additional information or assistance.

Response to the Request:

Master WiZR will make every reasonable effort to respond to a valid DSAR within the timeframe specified in the Timeframe for Response section. The response will include all the requested information in a clear and understandable format, unless an exemption applies under applicable laws and regulations. If it is not possible to provide the information in the requested format, Master WiZR will provide an explanation for the limitation and offer an alternative format, subject to any legal or regulatory restrictions.

If Master WiZR is unable to fulfill the request, it will provide a detailed explanation for the denial, including any applicable legal or regulatory exemptions. Master WiZR will also inform the data subject of their right to complain to a supervisory authority and seek judicial remedy under applicable laws and regulations.

Master WiZR may request additional information from the data subject to verify their identity or clarify the scope of the request. If the data subject fails to provide the required information or documents, Master WiZR may not be able to complete the request.

If Master WiZR discovers that the personal information provided in response to a DSAR is inaccurate or incomplete, it will take reasonable steps to correct or update the

information, unless an exemption applies under applicable laws and regulations. Master WiZR will also inform any recipients of the personal information of the correction or update, unless it is impossible or requires disproportionate effort.

Contact Information:

If you have any questions, concerns, or requests related to the Data Subject Access Request Policy, you can contact Master WiZR by:

Email: info@masterwizr.com

Visiting this page on our website: <https://masterwizr.com/contact>

Phone number: 858-337-9303

We will respond to your inquiry as soon as possible and do our best to address any concerns you may have.