

Complaint Handling Procedure for Data Subjects against cycos

If a Data Subject believes that its rights have been violated, the Data Subject can exercise its rights against cycos by following the procedure and by filling out the relating form.

Apart from this and the following description Data Subjects have the right to bring their case before the responsible Data Protection Authority.

Step 1 – Filing a complaint

Please first file your request regarding the exercise of your rights to the Data Protection Officer at cycos.

This request shall be made by using the relating form and by submitting the following information:

- Name of the data subject
- Proof of identity
- Contact details where answer shall be addressed
- Entity which has initially collected the data
- Data and purpose of complaint
- Details regarding the complaint

Please make your complaint as precise as possible in order to enable the Data Protection Officer to handle the case within a reasonable period of time as defined in step 2.

Step 2 – Processing of Complaint

The Data Protection Officer shall acknowledge the receipt of the complaint no later than one (1) week after the complaint was received.

If the information you provided is not sufficient to handle the case, the Data Protection Officer shall address a request for additional information to you no later than fifteen (15) days after receipt of acknowledgement was sent.

If the information you provided are sufficient or once the additional information requested in the previous paragraph are provided, the Data Protection Officer shall not take longer than one (1) month to provide you with an answer to your complaint.

Step 3 – Escalation to the Group Data Protection Office at Atos

If you are not satisfied with the solution provided by cycos, you have the right to refer immediately to the Group Data Protection Office at Atos by addressing a mail to atosdataprotection@atos.net. The Group Data Protection Office at Atos will acknowledge the receipt of your complaint within one (1) week.

The Group Data Protection Office at Atos shall take no longer than two (2) months to agree with you on a solution which is satisfying for both parties

Step 4 – Escalation to the responsible Data Protection Authority

If step 1 to 3 have not enabled you to get a satisfying answer, you have the right to bring your case before the responsible Data Protection Authority according to applicable law.