

## **Complaints procedure**

### **GENERAL INFORMATION**

This procedure addresses complaints from data subject(s) related to the processing of their personal data, Triggmine OÜ's (Company) handling of requests from data subjects and appeals from data subjects on how complaints have been handled.

The Company is ensuring that all complaints will be made in relation to the scope of this procedure. Herewith, the Company is responsible for dealing with all complaints in line with this procedure.

The Data subject may lodge the complaint with the Company within all the time its personal data are being processed by the Company. The right to lodge the complaint is specified in the Privacy and Data Protection Policy at the following link:

<https://docs.triggmine.io/legal/Privacy-policy.pdf> .

The Company clearly provides the Data subjects with the privacy notice providing it prior the Data subject is registered on the Company's website.

The Company must handle all complaints received from the Data subjects about:

- how their personal data has been processed;
- how their request for access to data has been handled;
- how their complaint has been handled;
- appeal against any decision made following a complaint.

This procedure should be considered in conjunction with other documents developed by the Company.

### **LODGING**

The respective Data subject lodging a complaint with the Company is able to do so by filling in the contact form available on the Company's website or sending the complaint in no particular format to the following e-mail address: [support@triggmine.com](mailto:support@triggmine.com) .

Complaints are to be resolved within 30 days from the date the appropriate complaint is received by Company.

Appeals on the handling of complaints are to be resolved within 30 days since the respective appeal is received. The procedure of lodging of appeals is the same to the current one.

If the Company fails to act on a data subject's access request within the period specified in Data Subject Request Procedure or refuses the request, it sets out in clear and plain language the reasons it took no action/refusal. The Company also informs the Data subject of its right to complain directly to the supervisory authority. In doing so, the Company provides the Data subject with the contact details of the supervisory authority and informs them of their right to seek judicial remedy.