

Information Request

As a data subject, you may file an information request from COWI, unless certain exemptions apply. Please use this formula to request access to the personal data we hold about you. You may also apply for an information request written or verbally by contacting COWI according to our contact details on COWI.com

Please send this information request formula to dataprivacy@cowi.com after completion.

Information Request Formula

Contact Details

Name:	Address:
E-mail:	Phone Number:
Date of Birth:	National Identification Number:

Information Requested

To help find the personal data we may hold about you, please supply additional details below (optional):

Specify Extent of Data

Please specify the extent of personal data you would like to request from us. Your information request may be answered faster, if you choose to limit the extent of data you would like request from us.

All personal data

Personal data limited to: _____

Our Collection of Data

Please state in what context do you think we might have collected personal data about you (optional):

Contact Person in COWI

Please state if you have a contact person in COWI that you might have been in contact with regarding our collection of your personal data (optional):

Employment with COWI

Please state your employment with COWI (optional):

<input type="checkbox"/> I am currently employed at COWI	<input type="checkbox"/> I am a former employee of COWI	<input type="checkbox"/> I have never been employed by COWI
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INTERNAL USE ONLY

Date of receipt:	<input type="checkbox"/> Information requested via this formula <input type="checkbox"/> Information requested (verbally, power of attorney, social media, other):
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Information Request Procedure

The COWI Group (hereafter "COWI") recognises and respects the right to personal data protection for all individuals. COWI is committed to protecting our customers, employees and business partners' personal data. Please take the time to read this Information Request Procedure, as it provides information about the procedure for handling data subject access requests (information requests).

All articles or recitals stated in this procedure refer to Regulation (EU) No 2016/679 of the European Parliament and of the Council.

This Information Request Procedure was last updated 28.01.2019.

1) Right of Access

The right of access gives data subjects (individuals) the right to obtain a copy of their personal data as well as additional information, unless certain exemptions stated in the GDPR apply. Individuals have the right to obtain a) confirmation that COWI process personal data about the individual, b) a copy of their personal data, and c) other supplementary information stated under "Information to be Provided".

2) Personal Data of the Individual

COWI may only provide information about an individual's personal data relating to this individual, unless the data is also about the individual or this person is acting on behalf of someone. Therefore, COWI must ensure that copies of personal data only relate to the individual requesting their data. This also means that COWI may not give access to information about someone else. To ensure personal data is provided to the correct individual, COWI must ensure the identity of the

person sending the information request. COWI may ask for additional information than stated in our [Privacy Notice](#) to verify the identity of the individual.

3) Information to be Provided

Under the GDPR, COWI is obligated to provide the following to the individual:

- a) Access to the individual's personal data
- b) The purposes of the processing
- c) The categories of personal data concerned
- d) The recipients or categories of recipients of the personal data
- e) The retention period for storing the personal data or, where this is not possible, the criteria for determining how long it is stored
- f) The existence of their right to request rectification, erasure or restriction or to object to such processing
- g) The right to lodge a complaint with a supervisory authority
- h) Information about the source of the data, where it was not obtained directly from the individual
- i) The existence of automated decision-making (including profiling); and
- j) the safeguards we provide if we transfer personal data to a third country or international organisation

4) Procedure for Handling Requests

Individuals have the right to make an information request to COWI verbally or in writing and does not have to be to a specific person or contact point. COWI has therefore instructed relevant staff who regularly interact with individuals in how to recognise an information request. The information request is forwarded to the Personal Data Manager who is the overall responsible for processing such requests. The Personal Data Manager makes

sure to verify the individual's identity and provide the necessary information to the individual.

5) Standard Formula

A standard formula can make it easier for COWI to recognise an information request and for the individual to specify the details needed to locate the personal data they want. COWI has therefore established a standard formula (Information Request) in accordance with the recommendation in recital 59 of the GDPR. Individuals may submit an information request by any means, which mean that the standard formula is not compulsory.

6) Access to Data

In order to give individuals access to their personal data, COWI has established a secure remote self-service system in accordance with the recommendation in recital 63 of the GDPR. The personal data requested is available to the individual for 30 days.

Personal data stated in the Information Request Formula is deleted two years after last action, at the latest. The storage of this data is for documentation purposes.

7) Fees

COWI may not charge any fees to comply with an information request, unless the request is manifestly unfounded or excessive. Under such circumstances, COWI may charge an administrative fee for complying

with the request. COWI may even refuse to comply with a request if it is manifestly unfounded or excessive.

8) Response Time

COWI must respond to an information request without undue delay and at the latest within one month of receipt, unless the request is complex or if the individual has filed a large number of requests. COWI must notify the individual if the response time exceeds one month and explain why the extension is necessary.

9) Information About Other Individuals

Responding to a request may involve information that relates both to the requesting individual and to another individual. COWI do not have to comply with the request if this would mean the disclosure of personal data about another individuals, unless the individual has consented to the disclosure, or if it reasonable to disclose this personal data without consent.

10) Contractual Agreements

COWI must have contractual agreements in place to guarantee that information requests are dealt with properly, regardless of whether they are sent to the data controller or the data processor.