



Policy for exercising the rights of personal data subjects

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1. Introduction

Telelink Business Services Group AD (TBSG or the Company), UIC: 205744019, with registered office and address of management: Complex Garitage park, Building 1, Floor 4, 2 “Donka Ushlinaova” Str., Vitosha area, 1766 Sofia, Bulgaria, represented by Ivan Zhitiyanov - CEO, acts as controller or processor of personal data in respect of personal data processed in the performance of the activities of the company.

This policy ("Policy") sets out the terms and conditions under which natural people whose personal data are processed by TBSG may exercise their rights under the applicable data subject's rights legislation.

This Policy applies equally and with equal weight to each company in which Telelink Business Services Group controls more than fifty percent (50%) of the voting shares, regardless of the country in which the business is conducted.

The policy follows the principles and requirements regarding the processing of personal data under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals about the processing of personal data and on the free movement of personal data. Data (General Regulation on Data Protection), ORD, Regulation, Personal Data Protection Act (PDPA), Guidelines of the European Data Protection Board (EDPS), Data Protection Commission) and good practices in the field of personal data protection.

2. Basic concepts

The terms and concepts used in this Policy have the following meanings:

„Personal data” means any information relating to an identified or identifiable natural person ('data subject');

„Special categories of personal data” means personal data revealing racial or ethnic origin, political views, religious or philosophical beliefs or trade union membership, as well as genetic data and biometric data which are processed solely for the purpose of identifying an individual, as well as and data on the health status or sexual life or sexual orientation of the individual.

„Data concerning health” means personal data related to the physical or mental health of a natural person, including the provision of health care services, which reveal information about his or her health status.

„Data subject” means a natural person who can be identified, directly or indirectly, in particular by an identifier such as name, identification number, location data, online identifier

or one or more characteristics specific to the physical, physiological, genetic, the mental, intellectual, economic, cultural, or social identity of that individual.

„Controller“ means the natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

„Processor“ means a natural or legal person, public authority, agency, or other body which processes personal data on behalf of the controller.

„Processing“ means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction.

„Third party“ means a natural or legal person, public authority, agency, or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

„Recipient“ means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall follow the applicable data protection rules according to the purposes of the processing.

„Restriction of processing“ means the marking of stored personal data with the aim of limiting their processing in the future.

„Profiling“ means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyses or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

„Pseudonymization“ means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is

subject to technical and organizational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

„Register of personal data“ means a register of processing activities within the meaning of Art. 30 of the Regulation.

„Consent of the data subject“ means any freely given, specific, informed, and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

„Personal data breach“ means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data transmitted, stored, or otherwise processed.

„Supervisory authority“ means an independent public authority. In the Republic of Bulgaria this is the Commission for Personal Data Protection.

„Applicable law“ means the law of the European Union and of the Republic of Bulgaria, which is relevant to the protection of personal data.

3. Rights of data

According to the Regulation, personal data subjects have the following rights about their personal data:

- Right of access;
- Right to correction;
- Right to restriction of processing;
- Right to be erased (right to be forgotten);
- Right to data portability;
- Right to object to the processing of personal data;
- Right to object to personal data for direct marketing purposes;
- The right of the data subjects not to be the subject of a decision based solely on automated processing, whether or not such processing involves profiling;
- Right to complain.

3.1. Rights of Access

Upon a request from a data subject to TBSG, in connection with his right of access to personal data, the Company provides the following information:

- whether or not personal data of the subject are processed;

- a copy of the personal data of the subject, which are processed by TBSG, in cases where such are processed;
- information about the processed data, which includes;
 - the purposes of processing;
 - the relevant categories of personal data;
 - recipients or categories of recipients to whom personal data are or will be disclosed, in particular recipients in third countries or international organizations;
 - where possible, the intended period for which personal data will be stored and, if this is not possible, the criteria used to determine this period;
 - the existence of a right to request the correction or deletion of personal data or to restrict the processing of personal data relating to the data subject, or to object to such processing;
 - the right to appeal to a supervisory authority;
 - where personal data are not collected by the data subject, any available information about their source;
 - the existence of automated decision-making, whether this processing involves profiling, and information on the logic used, as well as the significance and intended consequences of this processing for the data subject;
 - when personal data are transferred to a third country or to an international organization, the data subject has the right to be informed of the appropriate safeguards in relation to the transfer.

At the request of the data subject, the TBSG may provide a copy of the personal data that are being processed.

The exercise of the data subject's right of access should not adversely affect the rights and freedoms of third parties - individuals and legal entities, as well as lead to a breach of the TBSG/TBS obligation set out in a normative act.

Therefore, when providing a copy of personal data, TBSG excludes the following information:

- personal data of third parties unless they have expressly agreed to this;
- data that constitutes a trade secret, intellectual property, in particular copyright for the protection of software, or confidential information;
- other information that is protected and should not be disclosed in accordance with applicable regulations;

3.2. Right to correction

In the event of a request from a personal data subject to correct personal data relating to him or her that are inaccurate or incomplete without undue delay, the TBSG shall do the following:

- Verification of whether it processes personal data of the applicant;
- Verification of the processing of the specific data for which the request for correction has been submitted;
- Verification for inaccuracies and / or incompleteness in the processed data;
- In case of inaccuracies, correction of data in accordance with those indicated as correct / correct, and in case of incompleteness - supplementation, including by adding a declaration, taking into account the purposes for which personal data were collected and are processed.

3.3. Rights to restriction of processing

In the event of a request from a personal data subject to restrict the processing of personal data, the TBSG shall perform the following:

- Verification whether or not it processes personal data of the subject who submitted the request;
- Verification of whether the specific data for which the request for restriction of processing has been submitted are processed.

If the above conditions are met, the following conditions are checked, and in the presence of one of them, TBSG restricts the processing of personal data for which the request was made:

- the accuracy of personal data is challenged by the data subject for a period that allows the controller to verify the accuracy of personal data;
- the processing is unlawful, but the data subject does not want the personal data to be deleted, but instead requires that their use be restricted;
- TBSG no longer needs personal data for the purposes of processing, but the data subject requires them for the establishment, exercise, or protection of legal claims;
- the data subject has objected to the processing under Article 21 (1) of the Regulation.

In the presence of one of these conditions, TBSG terminates the processing of personal data, unless it proves that there are compelling legitimate grounds for processing that take precedence over the interests, rights, and freedoms of the data subject.

Personal data of subjects whose processing is restricted in accordance with paragraph 1 shall be processed, except for their storage, only with the consent of the data subject either for the establishment, exercise, or protection of legal claims or for the protection of the rights of another natural person or important grounds of public interest for the European Union or its Member State.

The subject has the right to be informed before the lifting of the restriction on processing is lifted.

3.4. Right to erasure (“right to be forgotten”)

In the event of a request from a data subject for the deletion of personal data relating to him, the TBS shall, without undue delay, do the following:

- Verification of whether or not it processes personal data of the subject who submitted the request;
- Verification of whether the specific data for which the request for deletion has been submitted are processed.

If the above conditions are met, a check shall be made for the following grounds:

- personal data are no longer necessary for the purposes for which they were collected or processed and there is no other reason for processing;
- the data subject withdraws his consent on which the data processing is based and there is no other legal basis for the processing;
- the data subject objects to the processing pursuant to Article 21 (1) of the Regulation and there are no legitimate grounds for processing to take precedence, or the data subject objects to the processing pursuant to Article 21 (2) of the Regulation;
- personal data has been processed unlawfully;
- personal data must be erased for compliance with a legal obligation in applicable to TBSG;
- the personal data have been collected in relation to the offer of information society referred to in Article 8(1) of the Regulation.

In the presence of any of the stated reasons, TBSG deletes the personal data for which the request was submitted.

In cases where the TBSG has made personal data public but there is reason to delete it, the TBSG, depending on the technology available and the cost of implementation, needs to take reasonable steps, including technical measures, to notify the controllers personal data that the data subject has requested the deletion by these administrators of all links and copies of this personal data.

TBSG has the right to refuse to satisfy a received request for deletion of data when the data is needed:

- exercise the right to freedom of expression and the right to information;
- to comply with a legal obligation applicable to the controller or to carry out a task in the public interest (eg in cases where the controller provides information to regulatory or supervisory authorities in order to prevent crime and fraud, without or without a

legal obligation to do so) to be requested in the exercise of the powers of those same bodies);

- for reasons of public interest in the field of public health in accordance with Article 9 (2) (h) and (i) and Article 9 (3) of the Regulation;
- for archiving purposes in the public interest, for scientific or historical research or for statistical purposes in accordance with Article 89 (1) of the Regulation, in so far as the right of erasure is likely to make impossible or seriously impede the purposes of such processing; or
- to establish, exercise or defend legal claims.

In case of satisfaction of the received request from the personal data subject for deletion of his personal data, TBSG notifies the recipients / third parties to whom data have been disclosed / shared in such a way that they can reflect the changes made. These TBSG actions are documented.

In the event that notification of recipients / third parties proves impossible or requires a disproportionate effort, TBSG may demonstrate the existence of factors that impede the provision of information to recipients / third parties to whom data have been disclosed / shared or make an assessment. the required efforts to provide information to the recipients / third parties to whom the data have been disclosed / shared.

The TBSG shall inform the data subject who requested the deletion of personal data of the recipients / third parties if the data subject has specified in the request that this be done.

3.5. Right to data portability

In case of a request submitted by a personal data subject for portability of personal data related to him, which affect him or which the subject has provided to TBSG, the Company, without undue delay, shall do the following:

- Verification of whether or not it processes personal data of the subject who submitted the request;
- Verification of the processing of the specific data for which the portability request has been submitted.

If the above conditions are met, a check shall be made for the following grounds:

- Is there any processing carried out on the basis of the consent of the data subject;
- Is there any processing performed on the basis of a contractual obligation;
- Is there any processing that is done in an automated way.

In the event that any of the above grounds are met, the TBSG shall provide the requested data in a structured, widely used and machine-readable format.

The right of portability cannot adversely affect the rights and freedoms of others. It is recommended that the data falling within the scope of the satisfied request for portability be only personal data of the subject who submitted the request and, accordingly, be provided by him knowingly and through active actions. It is recommended that the scope does not include data that is anonymous or does not relate to the data subject.

Where technically feasible and at the request of the data subject, the specific personal data may be transferred to another controller designated by the personal data subject.

3.6. Right to object

In the event of an objection lodged by a personal data subject against the processing of personal data concerning or concerning him or her, the TBSG shall do the following:

- Verification of whether or not it processes personal data of the subject who submitted the request;
- Verification of the processing of the specific data for which the objection has been submitted.

If the above conditions are met, the following grounds shall be checked:

- Is there any processing based on the need to perform tasks of public interest;
- Is there any processing based on the legitimate interests of the TBSG or a third party necessary to meet certain objectives;
- Is there any data processing for profiling.

In the event that any of the above grounds are met, the TBSG shall terminate the processing of the data objected to, unless the TBSG demonstrates that there are compelling legal grounds for continuing to process the data which take precedence over the interests, rights and freedoms of the data subject or the establishment, exercise, or defense of TBSG legal claims.

In cases where TBSG **processes personal data for the purposes of direct marketing**, the data subject has the right at any time to object to the processing of personal data for this purpose, including with regard to profiling related to direct marketing.

In the event of an objection by the data subject against processing for the purposes of direct marketing, the processing of personal data for these purposes shall be terminated.

3.7. Right to human in intervention in automated decision making

In the event of a request from a data subject for human intervention in cases of automated decision-making involving profiling, the TBSG shall do the following:

- Verification of whether or not the processing of specific data of the subject who submitted the request;
- Verification of the processing of the specific data for which the request for human intervention has been submitted in the cases of automated decision-making, including profiling;
- Verification for the existence of a TBSG solution based solely on individualized automated processing, including profiling;
- Examining and assessing the likelihood of the extent to which these decisions have legal consequences for the data subject or significantly affect them in a similar way.

If the above conditions are met, TBSG reconsiders the decision, ensuring human intervention in the decision.

TBSG has the right to refuse to grant a request for human intervention in cases of automated decision-making if the decision:

- is necessary for the conclusion or performance of a contract between a data subject and a controller.
- is permitted by Union law or national law applicable to TBSG, which also provides for appropriate measures to protect the rights and freedoms and legitimate interests of the data subject; or
- is based on the explicit consent of the data subject.

In cases where the TBSG makes decisions based solely on automated processing, the TBSG provides the subject of automated decision-making with essential information on the logic used, the significance and intended consequences of such processing for the subject.

In cases where the TBSG makes decisions based solely on automated processing, the TBSG shall take appropriate measures to protect the rights and freedoms and legitimate interests of the data subject, enabling the data subject to express his views and challenge the solution.

3.8. Right to complain

The subject has the right to lodge a complaint with the competent supervisory authority if the processing of my personal data is deemed to be ordered by the GDPR. In addition to submitting a complaint to the supervisory authority, the entity has the right to seek redress in court.

If the Company does not take action at the request of the entity, the Company should notify the entity without delay and at the latest within 1 month of receiving the request of the reasons for not taking action, as well as the possibility of appeal to the supervisory authority and search of protection by court order.

It is recommended that any refusal be motivated and, if possible, supported by evidence.

4. Procedure for exercising the rights of personal data subjects

Data subjects may exercise their rights with regard to their personal data by requesting the exercise of the relevant right in one of the following ways:

- By phone, on the number: +359 2 970 4099;
- Electronically at the following email address: dpodesk@tbs.tech;
- On site at the office of TBSG;
- By mail to the TBSG headquarters address.

The request for the exercise of rights related to the protection of personal data must contain the following information:

- Identification of the person - name, address, PIN / other similar identifier, or other identification data of the respective natural person, determined by TBS, in connection with his activity;
- description of the request and other information, depending on the type of right exercised;
- The specific personal data to which the request relates;
- preferred form of communication and actions under Art. 15-22 of the Regulation;
- method of providing the information and answering the request - on paper or electronic media;
- signature, date of submission of the application and address for correspondence.

To facilitate the subject in submitting the request, a Form for exercising rights is provided (Appendix № 1).

In cases where the TBSG has legitimate concerns about the identity of the natural person requesting the exercise of the right, the TBSG may request the provision of additional information necessary to verify the identity of the data subject.

In cases where the TBSG is unable to identify the data subject or whether a data set cannot be linked to the data subject making the request, the TBSG is not obliged to respond to the request on the merits. If possible, the TBSG shall inform the entity of the impossibility of identifying him or that no data relating to him can be identified and provide a response to his request on the merits. TBSG proves the impossibility of identifying the subject.

In the event that the data subject provides additional information allowing his / her identification in order to exercise his / her rights under the Regulation, the TBSG will consider his / her request on the merits.

The controller shall assist in the exercise of the data subject's rights.

The information and communication that takes place with the data subject is provided in a short, transparent, understandable and easily accessible form, in clear and simple language.

Where the request is made by electronic means, the information shall, where possible, be provided by electronic means, unless the data subject has requested otherwise. The information may be given orally if the data subject has requested it, provided that the identity of the data subject is proven.

The TBSG shall provide information on the actions taken in connection with the received request to exercise the rights of the entities within one month from the date of receipt of the request.

If necessary, this period may be extended by another two months, taking into account the complexity and number of requests from the data subject.

The TBSG shall inform the entity of any such extension within one month of receipt of the request, stating the reasons for the delay.

In cases where requests to exercise the rights of entities are manifestly unreasonable or excessive, especially due to their recurrence, the TBSG may charge a reasonable fee based on the administrative costs of providing the information or refuse to respond to the request to exercise rights.

The TBSG assesses on a case-by-case basis whether a request is manifestly unfounded or excessive.

All requests from data subjects for the exercise of rights that have already been fully granted or that largely overlap with already granted requests will be considered excessive, regardless of the periods and time intervals that have elapsed between requests, unless a change in data or other processing parameters has occurred since the first request was satisfied. (For example, if a request is granted and a new request for the exercise of the same right follows, while no new information has been received and no additional personal data of the subject are processed, the request will be considered excessive due to its recurrence. In such cases, the TBSG may refuse to respond to the request or charge a reasonable fee based on the administrative costs of complying with it.)

In case of refusal to provide access to personal data, TBSG justifies its refusal and informs the data subject of his right to file a complaint to the CPDP and seek protection in court.

The TBSG keeps a register of the received requests from the data subjects for exercising rights and the answers to them.

5. Limitations

The exercise of the rights of data subjects in the implementation of this policy may be restricted in order to ensure:

- The national security;
- The defense;
- The public order and security;
- the prevention, investigation, detection or prosecution of criminal offenses or the enforcement of penalties, including the prevention and prevention of threats to public policy or public security;
- other important objectives of general public interest, in particular important economic or financial interests, including monetary, budgetary and fiscal matters, public health and social security;
- the protection of the independence of the judiciary and judicial proceedings;
- the prevention, investigation, detection, and prosecution of violations of codes of ethics in regulated professions;
- protection of the data subject or of the rights and freedoms of other;
- the enforcement of civil claims.

6. Applications

- Annex №1 Form for exercising the rights of data subjects.

Change Control

Prepared / Updated current version

Revision	Date	Name, Surname, position
04	10.08.2023	Marina Bogdanova, Risk and Compliance Expert

Change control

Revision	Date	Change description
01	25.05.2018	New document
02	12.01.2022	Review and update in connection with the implementation of ISO / IEC 27701: 2019
03	10.04.2023	Address change of TBS Bulgaria
04	10.08.2023	Updated information

Current version

Approved by (Name, Surname, position)	Ivan Zhitiyanov, Chief Executive Director
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