



# SUBJECT ACCESS REQUEST POLICY AND PROCEDURES

## 1 INTRODUCTION

This document supplements the subject access request (SAR) provisions set out in ORBCOMM's Global Privacy Policy and provides the process for individuals to use when making a request for access to their Personal Information, along with the protocols followed by ORBCOMM when such a request is received.

ORBCOMM needs to collect Personal Information to effectively and compliantly carry out our everyday business functions and services and in some circumstances, to comply with the requirements of the law and/or regulations. As ORBCOMM processes the Personal Information of individuals (Data Subjects), we are obligated under various applicable privacy laws such as the General Data Protection Regulation (GDPR) and the California Privacy Rights Act (CPRA) to permit data subjects to exercise certain rights with regard to your Personal Information. ORBCOMM does not discriminate against any individual exercising any of these rights.

## 2 WHAT IS PERSONAL INFORMATION/INFORMATION?

ORBCOMM follows the GDPR definition of Personal Information, which is defined as: -

*"Any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person."*

## 3 THE RIGHT OF ACCESS

An individual whose personal information is processed by ORBCOMM (Data Subject) has the right to obtain confirmation as to whether Personal Information concerning them is being processed. ORBCOMM is committed to upholding the rights of individuals and have dedicated processes in place for providing access to Personal Information. ORBCOMM is a data processor on behalf of our customers who are data controllers.

***Where and when requested, whether directly by a data subject or through a controller, we will we will provide the following information: -***

- the purposes of the processing
- the categories of Personal Information concerned
- the recipient(s) or categories of recipient(s) to whom the Personal Information have been or will be disclosed
- If the data has been transferred to a third country or international organisation(s) (*and if applicable, the appropriate safeguards used*)
- the period of time Personal Information will be stored (*or the criteria used to determine that period*)
- where the Personal Information was not collected directly from the individual, any available information as to its source

## 3.1 HOW TO MAKE A SUBJECT ACCESS REQUEST (SAR)?

A SAR is a request for access to the Personal Information ORBCOMM holds about you, which we are required to provide, unless an exemption applies. The information that we provide is covered in Section 3 of this document.

You can make this request in writing using the details provided in Section 7, or you can submit your access request electronically to [privacy@orbcomm.com](mailto:privacy@orbcomm.com). Where a request is received by electronic means, we will provide the requested information in a commonly used electronic form. Where your employer is the data controller, ORBCOMM will work with and through the data controller to respond to your SAR.

## 3.2 WHAT WE DO WHEN WE RECEIVE AN ACCESS REQUEST

### Identity Verification

SARs are passed to the Data Privacy Officer promptly after received and a record of the request is made. ORBCOMM will use all reasonable measures to verify the identity of the individual making the access request, especially where the request is made using online services. Where SARs are received directly from Data Subject who are not employed by a customer who is the data controller, identity confirmation will be requested from the associated data controller. We will utilise the request information to ensure that we can verify your identity and where we are unable to do so, we may contact you or the associated data controller for further information, or ask you or the associated data controller to provide evidence of your identity prior to actioning any request. This is to protect your information and rights.

If a third party, relative or representative is requesting the information on your behalf, we will verify their authority to act for you and again, may contact you or the associated data controller to confirm their identity and gain your authorisation prior to actioning the any request.

### Information Gathering

If you have provided enough information in your SAR to collate the Personal Information held about you, we will provide you with a copy of those records to you. If we do not have enough information to locate your records, we may contact you for further details. This will be done as soon as possible and within the timeframes set out below. If we have your Personal Information as a result of an agreement with a data controller, we will inform the data controller that we have received a SAR and provide the results of the SAR request to that data controller.

### Information Provision

Once we have collated all the Personal Information held about you, we will send this to you in a commonly used electronic form or in writing, if requested.

## 4 FEES AND TIMEFRAMES

We aim to complete all SARs requests within 30 days and provide the information free of charge. Where the request is made by electronic means, we provide the information in a commonly used electronic format, unless an alternative format is requested.

While we provide the information requested without a fee, further copies requested by the individual will incur a charge to cover our administrative costs.



Note that, where the retrieval or provision of information is particularly complex or is subject to a valid delay, the response period may be extended. If this is the case, we will write to you within 30 days and keep you or the applicable data controller informed of the delay and provide the reasons.

## 5 YOUR OTHER RIGHTS

You have the right to request rectification of any inaccurate data held by ORBCOMM. Where we are notified of inaccurate data, and agree that the data is incorrect, we will amend the details and make a note on the system (*or record*) of the change and reason(s).

We will rectify any errors as soon as practicable and inform you in writing of the correction and where applicable, provide the details of any third-party to whom the data has been disclosed. If we have your Personal Information as a result of an agreement with a data controller, we will inform the data controller that we have rectified an error.

If for any reason, we are unable to act in response to a request for rectification and/or data completion, we will provide a written explanation to you and inform you of your right to complain to a Supervisory Authority and to seek a judicial remedy.

In certain circumstances, you may also have the right to request that ORBCOMM erase your Personal Information or to restrict the processing of your Personal Information; as well as the right to object to such processing. You can use the contact details in section 7 to make such requests. If we can not accommodate your request, such as because we need to retain the information to fulfil our legal obligations under a contract, we will notify you of our decision.

## 6 EXEMPTIONS AND REFUSALS

There are certain exemptions from the provision of Personal Information in response to a SAR. If one or more of these exemptions applies to your SAR or where ORBCOMM does not act upon the request, we shall inform you at the earliest convenience, or at the latest, within 30 days of receipt of the request.

Where possible, we will provide you with the reasons for not acting and any possibility of lodging a complaint with the Supervisory Authority and your right to seek a judicial remedy. Details of how to contact the Supervisory Authority are laid out in section 7 of this document.

## 7 SAR SUBMISSION & LODGING A COMPLAINT

To submit your SAR, you can contact us at [privacy@orbcomm.com](mailto:privacy@orbcomm.com). You can also submit your request in writing using the **form in Appendix 1**, sending the request to: -

- A. **Directly to your employer if we are in possession of your Personal Information as a result of your employment;**

OR



**B. Data Privacy Officer**  
**ORBCOMM Inc.**  
**2700 N Military Trail, Suite 410**  
**Boca Raton, FL 33431 USA**  
**Privacy@orbcomm.com**

## **7.1 SUPERVISORY AUTHORITY**

If you remain dissatisfied with our actions, you have the right to lodge a complaint with the Irish Data Protection Supervisory Authority. The Office of the Data Protection Commissioner can be contacted at:

Office of the Data Protection Commissioner

Canal House

Station Road

Portarlinton

R32 AP23 Co. Laois

Telephone +353 57 8684800 / +353 (0)761 104 800

Lo Call Number 1890 252 231

Fax +353 57 868 4757

E-mail [info@dataprotection.ie](mailto:info@dataprotection.ie)



## Subject Access Request Form

Under applicable Privacy Laws, you are entitled as a data subject to obtain from ORBCOMM, confirmation as to whether we are processing Personal Information concerning you, as well as to request details about the purposes, categories and disclosure of such data.

You can use this form to request information about, and access to any personal data we hold about you. Details on where to return the completed form can be found at the end of the document.

### 1. Personal Details:

<b>Data Subject's Name:</b>		<b>DOB:</b>	___ / ___ / _____
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<b>Home Telephone No:</b>		<b>Email:</b>	
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**Data Subject's Address:**

**Any other information that may help us to locate your Personal Information:**

### 2. Specific Details of the Information Requested:

**3. Representatives** *(only complete if you are acting as the representative for a data subject)*  
**[Please Note: We may still need to contact the data subject where proof of authorisation or identity are required]**

<b>Representative's Name:</b>		<b>Relationship to Data Subject:</b>	
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<b>Telephone No:</b>		<b>Email:</b>	
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**Representative's Address:**

**I confirm that I am the authorised representative of the named data subject:**

**Signature:** \_\_\_\_\_

**Representative's Name:** \_\_\_\_\_



#### 4. Confirmation

Data Subject's Name: \_\_\_\_\_ [print name]

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### 5. Completed Forms

*For postal requests, please return this form to:*

Data Privacy Officer

ORBCOMM Inc.

2700 N Military Trail, Suite 410

Boca Raton, FL 33431 USA

*For email requests, please return this form to:* Wayne Kaufman at [privacy@orbcomm.com](mailto:privacy@orbcomm.com).