

**CITY GOVERNMENT OF MUNTINLUPA
CITIZEN'S CHARTER**

| PROCEDURE IN DATA SUBJECT REQUEST HANDLING | | | |
|---|---|---|---|
| | Procedure | Person to Handle | Estimated Processing Time |
| Step 1 | Accomplish and submit the DSR Form using the QR code. | Citizen and Data Subject | Less than 5 minutes |
| Step 2 | Complete all the necessary information on the DSR Form and submit it with the supporting documents to verify the requesting party's identification or authority. | Citizen and Data Subject | Less than 10 minutes |
| Step 3 | After receiving all necessary information and confirming the requester's identity, the DPO will examine the request to determine if the data subject is eligible for the requested right. If any limitations or exemptions apply, the DPO will further investigate. Any reasons for denying the request will be communicated to the data subject. | Data Protection Officer (DPO) | 2 Days |
| Step 4 | The DPO will forward the request to the Privacy Officer in charge. The Privacy Officer will handle and facilitate the request within a specified period, keeping the DPO updated on the progress and ensuring a response is given within the specified time frame. | Data Protection Officer/Privacy Officer | Simple within three (3) days Complex within seven (7) days |
| Step 5 | Once the request is granted or denied, the DPO must notify the requester of their DSR response in writing via email. The requester must acknowledge receipt of the response, which should be recorded. | Data Protection Officer | Highly Technical twenty (20) days |
| Step 6 | The DPO updates the Data Subject Right Registry log and marks it as | Data Protection Officer | 10 minutes |

| | | | |
|--|--|--|--|
| | Closed, ensuring a smooth and efficient process. | | |
|--|--|--|--|

Step-by-Step Guide on Data Subject Request

1. Accomplish and submit the DSR Form using the QR code.
2. Complete all the necessary information on the DSR Form and submit it with the supporting documents to verify the requesting party's identification or authority.
3. After receiving all necessary information and confirming the requester's identity, the DPO will examine the request to determine if the data subject is eligible for the requested right. If any limitations or exemptions apply, the DPO will further investigate. Any reasons for denying the request will be communicated to the data subject.
4. The DPO will forward the request to the Privacy Officer in charge. The Privacy Officer will handle and facilitate the request within a specified period, keeping the DPO updated on the progress and ensuring a response is given within the specified time frame.
5. Once the request is granted or denied, the DPO must notify the requester of their DSR response in writing via email. The requester must acknowledge receipt of the response, which should be recorded.
6. The DPO updates the Data Subject Right Registry log and marks it as Closed, ensuring a smooth and efficient process.