Data Subject Request Form

Exercise your rights under POPIA and GDPR

Submit to: privacy@terracloud.technology | Subject line: “Data Subject Request”

TRUST FRAMEWORK PUBLICATION TC-LEG-006

Last updated: August 2026

1. DOCUMENT CONTROL

Document Title	Data Subject Request Form
Document Number	TC-LEG-006
Document Owner	Craig Cloete, Information Officer
Responsible Entities	Terracloud Technologies CC (South Africa) Terracloud Technology GmbH (Germany) Terracloud Technology Ltd (United Kingdom)
Document Classification	Public
Version	1.0
Effective Date	August 2026
Next Review Date	August 2027
Approved By	Craig Cloete, Information Officer

2. REVISION HISTORY

Version	Date	Summary of Changes	Author
1.0	Aug 2026	First issue as TC-LEG-006 within the Terracloud Trust Framework. Original document; no prior version exists.	Craig Cloete

Terracloud Technology is committed to honouring your data subject rights under the Protection of Personal Information Act (POPIA) and the General Data Protection Regulation (GDPR). Complete this form and email it to privacy@terracloud.technology. We will acknowledge receipt within 3 business days and respond within 30 days.

Section A — Your details

Field	Your response
Full name	
Email address	
Telephone number (optional)	
Your relationship to Terracloud Technology	(e.g. website visitor / prospective client / existing client / former client / job applicant / other)
Country of residence	

Section B — Type of request

Tick one or more of the following:

	Right	What this means
☐	Right of access	I want to know what personal information Terracloud Technology holds about me
☐	Right to correction	I believe information held about me is inaccurate or incomplete and want it corrected
☐	Right to deletion	I want my personal information deleted (subject to legal retention obligations)
☐	Right to object	I object to Terracloud Technology processing my personal information
☐	Right to restriction	I want processing of my information restricted while a dispute is resolved

☐	Right to portability	I want a copy of my personal information in a portable, machine-readable format (GDPR only)
☐	Withdraw consent	I withdraw my consent to processing of my personal information
☐	Lodge a complaint	I wish to lodge a privacy complaint with Terracloud Technology

Section C — Details of your request

Please describe your request in as much detail as possible. Include any relevant dates, reference numbers, or context that will help us locate the relevant personal information.

Section D — Identity verification

To protect your privacy, we may need to verify your identity before processing your request. We will only request the minimum information necessary for verification. Do not attach identity documents to this form — we will request them separately if required.

Section E — Declaration

By submitting this form, I confirm that:

- The information I have provided is accurate to the best of my knowledge
- I am the data subject named above, or am authorised to act on their behalf
- I understand that Terracloud Technology may contact me to verify my identity before processing this request

Full name	
Date	
Signature (if submitting by post)	

What happens next

Step	Action	Timeframe
1	Acknowledgement	We confirm receipt of your request within 3 business days
2	Identity verification (if required)	We may contact you to verify your identity — this does not extend the response deadline
3	Response	We respond within 30 days (POPIA) / one calendar month (GDPR). We will notify you if an extension is required.
4	Escalation	If you are dissatisfied with our response, you may escalate to the relevant supervisory authority (see Privacy Policy)