

Data Subject Request Policy in relation to Microsoft contracts

Introduction

The **INTERNET MARKETING ASSOCIATION** (“COMPANY”) at the current time does not collect any personal information in relation to its execution of Microsoft contracts.

COMPANY is required to process personal information of training attendees. This information is collected by Microsoft and handed to COMPANY for the purpose to emailing exam vouchers, access codes of online labs etc.

Data Subject Request Received from Individuals

Since COMPANY collects personal information, it shall direct any Data Subject Request received from an individual to Microsoft within 12 working hours of the receipt of the request.

Data Request Received from Microsoft

If a request is received from Microsoft for any personal information processed on Microsoft’s behalf, COMPANY shall

- Determine whether it holds or controls Microsoft Personal Information about that Data Subject.
- Make a reasonable effort to locate the Microsoft Personal Information requested and keep sufficient records to demonstrate that a reasonable search was made.
- Record the date and time of requests and the actions taken by supplier in response to such requests.
- Provide records of Data Subject requests to Microsoft upon request.
- Records of Data Subject must be made available to Microsoft within 7 working days of receipt of request of information

the supplier has validated that they have the Microsoft Personal Information requested, the COMPANY shall

- For requests to obtain a copy of Personal Information, provide the Microsoft Personal Information to the Data Subject in an appropriate printed, electronic or verbal format.
- If their request is denied, at Microsoft's direction, provide the Data Subject with a written explanation that is consistent with any relevant instructions previously provided by Microsoft.
- Further, COMPANY shall take reasonable precautions to ensure that Microsoft Personal Information released to a Data Subject cannot be used to identify another person.
- If a Data Subject and a supplier disagree about whether Microsoft Personal Information is complete and accurate, the supplier must escalate the issue to Microsoft and cooperate with Microsoft as necessary to resolve the issue.

Once a Data Subject has been authenticated and

