



DATA SUBJECT RIGHTS REQUEST FORM

POPIA | GDPR | UK GDPR

This form enables you to exercise your rights under the Protection of Personal Information Act, 4 of 2013 (POPIA), the EU GDPR, and the UK GDPR. All requests are free of charge. We will acknowledge receipt within 3 business days and respond within 30 calendar days. Submit completed forms to: dpo@usesmileid.com | www.usesmileid.com/privacy-rights

Reference number: *SID-DSR-*_____

Date submitted: ____ / ____ / ____

SECTION 1 — YOUR DETAILS

1.1 Personal details

First name *

Last name *

Email address * *(for all correspondence)*Phone number *(optional)*

Country of residence *

ID / passport number *(for identity verification — last 4 digits sufficient for standard requests)*

1.2 Your relationship to Smile ID *

- ☐ End-user verified through a Smile ID client (e.g. a bank, fintech, or telco)
- ☐ Business client or account holder
- ☐ Job applicant
- ☐ Employee or former employee
- ☐ Website visitor
- ☐ Other / unsure

1.3 Acting on behalf of someone else?

- ☐ I am submitting this request on my own behalf
- ☐ I am submitting this request on behalf of another person (parent / guardian / authorised representative)

If acting on behalf of another person: please attach written proof of authority (power of attorney, parental consent, or executor authority) and email it to dpo@usesmileid.com quoting your reference number.

Name of person you represent (if applicable) _____

SECTION 2 — REQUEST TYPE

Select the type of request you are making. Tick one box only. *Legal basis: POPIA ss.23–25, 69, 71 | GDPR Arts. 15–22.*

☐	Request type	What you are asking for (POPIA / GDPR)
☐	Access	Confirmation of whether Smile ID holds personal information about you, and a copy of that information (POPIA s.23 GDPR Art.15)
☐	Correction / rectification	Correction of inaccurate, incomplete, or out-of-date personal information (POPIA s.24(1) GDPR Art.16)
☐	Deletion / erasure	Deletion of personal information that Smile ID no longer has grounds to retain (POPIA s.24(2) GDPR Art.17)
☐	Objection to processing	Objection to processing based on Smile ID's legitimate interest (POPIA s.11(3) GDPR Art.21)
☐	Direct marketing opt-out	Immediate cessation of all direct marketing communications. Absolute right — no grounds can override (POPIA s.69 GDPR Art.21(2))
☐	Data portability	Your personal information in a structured, machine-readable format (JSON or CSV) (GDPR Art.20 Smile ID policy)
☐	Restriction of processing	Restriction of processing pending resolution of a dispute or legal claim (GDPR Art.18 Smile ID policy)
☐	Automated decision review	Human review of an automated identity verification decision that significantly affected you (POPIA s.71 GDPR Art.22)

SECTION 3 — REQUEST DETAILS

Complete the fields relevant to your request type. Leave others blank.

3.1 Access request

What personal information would you like to access? Describe as specifically as possible (e.g. all personal information held, verification records from a specific date, marketing data).

Preferred format of response:

- ☐ Email (PDF summary)
- ☐ Electronic copy (JSON / CSV)
- ☐ Printed copy (available for collection at Smile ID offices — contact us to arrange)

3.2 Correction / rectification request

Describe the specific information that is inaccurate, incomplete, or out of date, and state what the correct information should be.

Supporting evidence (optional) — describe any documents you can provide (e.g. ID document, utility bill, name change certificate):

3.3 Deletion / erasure request

Describe the personal information you want deleted (e.g. all personal information, verification records, marketing data):

Grounds for deletion (tick all that apply):

- ☐ The purpose for which the data was collected has lapsed
- ☐ I withdraw my consent
- ☐ I object to the processing and there are no overriding grounds
- ☐ The information was processed unlawfully
- ☐ Erasure is required to comply with a legal obligation

3.4 Objection to processing

Describe the specific processing activity you object to and the grounds for your objection:

3.5 Direct marketing opt-out

Select all channels you wish to opt out of:

- ☐ All marketing communications (all channels)
- ☐ Email marketing
- ☐ SMS / WhatsApp marketing
- ☐ Push notifications
- ☐ Interest-based advertising / retargeting

Your right to opt out of direct marketing is absolute under POPIA s.69. Smile ID must cease all direct marketing communications immediately on receipt of your objection. No grounds can override this right.

3.6 Data portability

Describe the personal information you want in machine-readable format:

Transmit directly to another organisation?

(name of receiving organisation, if applicable)

3.7 Restriction of processing

Grounds for restriction (tick one):

- ☐ I contest the accuracy of the information
- ☐ I have submitted an objection pending assessment
- ☐ The processing is unlawful but I prefer restriction to erasure
- ☐ I need the data for the establishment, exercise, or defence of a legal claim

Additional details (optional):

3.8 Automated decision review

Verification reference or approximate date *(if known)*

Describe the automated decision and why you are contesting it:

SECTION 4 — DECLARATIONS AND SIGNATURE

Please read each statement carefully and initial or tick to confirm. All five declarations are required.

	Declaration	Initial / tick
1.	I confirm that the personal information provided in this form is accurate and complete.	
2.	I understand that Smile ID will verify my identity before processing this request to protect my personal information from unauthorised disclosure.	
3.	I understand that certain categories of personal information may be retained by Smile ID in accordance with applicable legal obligations (e.g. FICA, Tax Administration Act) and may not be deleted on request alone.	
4.	I understand that I have the right to lodge a complaint with the Information Regulator (South Africa) at infoereg@justice.gov.za if my request is not resolved to my satisfaction.	
5.	I consent to Smile ID using the contact details provided to correspond with me regarding this request.	

Signature

By signing below I confirm that I have read, understood, and agreed to the declarations above. This constitutes a binding digital or written signature under the Electronic Communications and Transactions Act, 25 of 2002.

Full name *

Signature: _____

Date: ____ / ____ / ____

SECTION 5 — HOW TO SUBMIT AND WHAT HAPPENS NEXT**5.1 Submission channels**

You may submit this completed form through any of the following channels. All channels are free of charge and equally valid under the April 2025 POPIA Amendment Regulations.

Channel	Details
Email (primary)	dpo@usesmileid.com — include “Data Subject Rights Request” in the subject line
Web form	www.usesmileid.com/privacy-rights
SMS	+27(0)720327836
Post	Attention: Information Officer, Stemantom Agencies, 79 5th Street, Springs, New Springs, 1559,
In person	[Office address] — by appointment only

5.2 What happens next

Step	Timeframe	What we do
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1	Within 3 business days	Acknowledge receipt of your request and assign a reference number
2	Within 14 days	Information Officer reviews your request and locates the relevant records
3	Within 30 calendar days	Full written response — or written notice of extension (up to 30 further days) with reason
4	Immediately (marketing opt-out)	All direct marketing communications ceased and platform suppression applied

5.3 Supervisory authorities — if your request is not resolved

Jurisdiction	Supervisory authority and contact
South Africa (POPIA)	Information Regulator infoereg@justice.gov.za www.infoeregulator.org.za +27 (0)10 023 5200
European Union / EEA (GDPR)	Your local Data Protection Authority — see edpb.europa.eu for the full list
United Kingdom (UK GDPR)	Information Commissioner's Office (ICO) www.ico.org.uk

FOR OFFICE USE ONLY — DO NOT COMPLETE

Reference number	SID-DSR-_____
Date received	
Received by	
Identity verified	☐ Yes ☐ No ☐ Pending
Verification method	
Request type	
Response due date	
Outcome	☐ Granted in full ☐ Partially granted ☐ Refused
Grounds for refusal (if any)	
Date of response	
IO sign-off	