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| REPUBLIC | | | CyprusLogoBWsmall | OF CYPRUS | *OFFICE OF THE COMMISSIONER* *FOR PERSONAL DATA PROTECTION* | | LOGOGREY |
| **Form C** | **Form for lodging a complaint about receiving messages or calls for direct marketing**  **(article 106 of L.112(I)2004, as amended)** | | | | **For official use**  No. of Entry | | |

If you have received unsolicited messages (sms, mms, email, fax) or a call by automated call system without human intervention i.e. via recorded message, for direct marketing purposes, or unsolicited messages or calls of a political, ideological, religious or philanthropic content, without having given your consent, you may complete this form to lodge a complaint with the Commissioner.

Nuisance or threatening messages or phone calls, not involving the promotion of services or the sale of goods, should be reported to the Police.

All the fields below are mandatory:

**A. Details of Complainant**

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| **1. Full name:** | | **2. Contact telephone number:** |
| **3. Address:** | | |
|  | **4. Electronic Communications Provider** (Company to which you are a subscriber): | |

**B. Details of message / call:**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Type of message/call:**  Tick Χ in applicable box | | a) sms |  | b) mms |  | c) email |  | d) fax |  | e) Recorded call (without human intervention) | | |  |
| **2. Date of receiving message/ call:** | **3.Time of receiving message/call:** | | **4. Sender of message / Number of Caller:** | | | **5. Number of recipient / Person called** (tel. number. / email address / fax number at which the message was received or telephone number at which you received the call): | | | | | | | |
| **6. Text of message / description of call.** Write the text as stated in the message / description of recorded message. | | | | | | | | | | | | | |
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| **7.** Are you sure that somebody else (e.g. spouse or children) have not given a consent on your behalf to receiving messages/calls using your tel /fax /email? | | | | | | | | | Yes |  | No |  | |
| **8.** Do you have a **previous relationship** with the sender/company or person to whose benefit the call has been made (e.g. did you buy any goods or services in the past)? If the answer is ‘Yes’ please explain below. | | | | | | | | | Yes |  | No |  | |

**C. Notes/Comments:** If you have any information to add:

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You may send the completed form by post, email or fax to the addresses shown below (preferably by email).

**Notes:**

1. You should bear in mind that in the context of investigating your complaint, your details will be communicated to the person against whom the complaint is lodged.

2. Τhe complaint should be lodged by the owner of the telephone number.

**Signature: Date:**

Iasonos 1, 2nd floor, 1082 NICOSIA /PO BOX 23378, 1682 NICOSIA. Τel:+35722818456, Fax:+35722304565

E-mail: commissioner@dataprotection.gov.cy ,Website: <http://www.dataprotection.gov.cy>