

# BLITZSUPPORT RIGHT TO ERASURE REQUEST FORM

GDPR Article 17

You are entitled to request that we erase any personal data we hold about you under the EU General Data Protection Regulation (GDPR), Article 17.

We will do our best to respond promptly and, in any event, within one month of whichever occurs later: our receipt of your written request, or our receipt of any further information we may ask you to provide to enable us to comply with your request.

The information you provide in this form will only be used for the purposes of identifying the personal data you are requesting that we erase and responding to your request. You are not obliged to complete this form to make a request, but doing so will help us process your request more efficiently.

**Important:** In our B2B SaaS model, BlitzSupport typically acts as a data processor for personal data contained in our customers' support tickets. If you are an end-user of one of our customers (for example, you submitted a support request to a company that uses BlitzSupport), the most direct way to exercise your rights is usually to contact that company (the data controller). However, you may also submit your request to us directly, and we will assist in fulfilling it.

## Section 1: Details of the Person Making This Request

**Full Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Contact Telephone Number (optional)** \_\_\_\_\_

**Email Address** \_\_\_\_\_

## Section 2: Are You the Data Subject?

Please select the appropriate option:

- YES: I am the data subject. I enclose proof of my identity (see below). (Please go to Section 4.)
- NO: I am acting on behalf of the data subject. I have enclosed the data subject's written authority and proof of the data subject's identity and my own identity (see below). (Please go to Section 3.)

To ensure we are erasing the data of the correct person, we require proof of identity and address. Please supply a copy (do not send originals) of one or both of the following:

**1) Proof of Identity:** Passport, photo driver's license, national identity card, or birth certificate.

**2) Proof of Address:** Utility bill, bank statement, or credit card statement (no more than 3 months old); or current driver's license.

If we are not satisfied that you are who you claim to be, we reserve the right to refuse to grant your request.

## Section 3: Details of the Data Subject (if different from Section 1)

**Full Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**Contact Telephone Number (optional)**  
\_\_\_\_\_

**Email Address** \_\_\_\_\_

## Section 4: Reason for Erasure Request

Given the requirements of GDPR Article 17(1), please indicate the reason for your request:

- Your personal data is no longer necessary for the purposes for which it was originally collected.
- You no longer consent to the processing of your personal data.
- You object to the processing of your personal data as is your right under Article 21 of the GDPR.
- You believe your personal data has been unlawfully processed.
- You believe we are subject to a legal obligation that requires the erasure of your personal data.
- You are a child, you represent a child, or you were a child at the time of the data processing, and the personal data was used to offer information society services.

## Section 5: What Information Do You Wish to Erase?

Please describe the information you wish to erase. Provide any relevant details that will help us identify the information (for example, the email address associated with your account, the name of the company through which your data may have been processed, or any specific interactions or tickets).

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If applicable, please explain why the data relates to you or the person you are representing.

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Please note that in certain circumstances, where erasure would adversely affect the freedom of expression, contradict a legal obligation, act against the public interest, or prohibit the establishment of a legal defense or exercise of other legal claims, we may not be able to erase the information you requested, in accordance with Article 17(3) of the GDPR. In such cases, you will be informed promptly and given full reasons for that decision.

While in most cases we will be happy to erase the personal data you request, we reserve the right, in accordance with Article 12(5) of the GDPR, to charge a fee or refuse the request if it is considered to be manifestly unfounded or excessive.

## Section 6: Declaration

Please note that any attempt to mislead may result in prosecution.

I confirm that I have read and understood the terms of this request form and certify that the information given in this application is true. I understand that it is necessary for aiGonomic GmbH to confirm my identity or the data subject's identity, and it may be necessary to obtain more detailed information in order to locate the correct personal data.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Documents that must accompany this application:**

- Evidence of your identity (see Section 2)
- Evidence of the data subject's identity (if different from above)
- Authorization from the data subject to act on their behalf (if applicable)
- Justification for the erasure of data (see Section 4)

**Where to Send This Form**

Email: [privacy@aigonomic.com](mailto:privacy@aigonomic.com) (Subject: "Data Erasure Request")

Post: aiGonomic GmbH, Ghersburgstraße 4I, 83043 Bad Aibling, Germany (Attn: Privacy)