

Date (dd/mm/yy): / /

To Telehouse International Corporation of America (“TELEHOUSE”)

Request Form to Disclose/Delete Personal Information based on California Consumer Protection Act

Pursuant to the consumer rights prescribed in the California Consumer Protection Act, I would like to request TELEHOUSE to disclose/delete certain personal information which TELEHOUSE may have, and pertaining to the consumer noted below:

1. The following information is required in order for TELEHOUSE to confirm the identity of the consumer who is requesting the disclosure/deletion his/her personal information:

Name of the person (family and Last name)			
The person’s address (city, street address)	Date of Birth	(Month)	(Date) (Year)
The person’s telephone number	If you have a mobile phone contract with TELEHOUSE, please write down the subscribing phone number.		
E-mail Address			
Information regarding service contract with TELEHOUSE (if any)	If you have any service contract with TELEHOUSE, please write down contract information such as name of the service, customer code(CD), billing code(CD) etc.		
Other information (Information registered with TELEHOUSE)			

2. The following information is required if this request is made by an “authorized representative” on behalf of the consumer who is requesting the disclosure/deletion of his/her own personal information:

Name of the representative	
Representative’s address or location	
Representative’s telephone number	
Representative’s e-mail address	

3. Type of Request and Category of Personal information which are to be disclosed/deleted

Type of request	<input type="checkbox"/> Disclose <input type="checkbox"/> Delete Please check <input checked="" type="checkbox"/> your request in the box
Please provided a detailed description of the personal information which are to disclosed/deleted (Please provide a detailed explanation of the personal information which you want disclosed and/or deleted; otherwise, we will not be able to take any action on this request):	
Example : My e-mail address that I registered when contracting with TELEHOUSE.	

4. Please submit the following supporting document(s), by attaching them to this request form:

Please confirm necessary documents etc. (for each case 1, 2 and 3 showed below) that you need to submit with this request form.

(Please check the box next to the documents that you are

submitting with this request form below)

Case1: This request made by consumer who would like TELEHOUSE to disclose/delete his/her own personal information: ① to be applied

Case2: This request made by authorized representative, on behalf of the consumer who requests to disclose/delete of his/her own personal information, please fill in the below: ① and ② both to be applied.

Case3: This request made by a legal representative for minor child who would like TELEHOUSE to disclose/delete his/her own personal information ① and ③ both to be applied

①	Identification of the consumer who requests to TELEHOUSE to disclose/delete his/her personal information	(Any one of items listed the below) <input type="checkbox"/> a copy of passport <input type="checkbox"/> a copy of residence certificate <input type="checkbox"/> a copy of driver's license <input type="checkbox"/> a copy of state ID, issued by the state of California* <input type="checkbox"/> a copy of resident card or copy of alien registration original form* (*We only accept the one which was issued within 30 days at time of your request)
②	Identification of Authorized Representative ※Except for a request made by minor child	(All items listed the below) <input type="checkbox"/> Power of attorney (authorization of representative) created and signed by the consumer who requests TELEHOUSE to disclose/delete his/her own personal information. <hr style="border-top: 1px dashed black;"/> <input type="checkbox"/> If authorized representative is a corporate entity(such as company), a copy of registration with the California Secretary of State that you are authorized to act on his/her behalf, or <input type="checkbox"/> If representative is a natural person, a copy of representative's ID (any one of the above ①)
③	Identification of a legal representative for minor child	(All items listed the below) <input type="checkbox"/> Family register record, resident card indicating relationship between the minor child and legal representative, or other official document that certificates that the person is legal representative delegated by the minor. <hr style="border-top: 1px dashed black;"/> <input type="checkbox"/> a copy of representative's ID (any one of the above ①)

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Cautions:

- 1) Please fill-in this request form and send it via e-mail, and **attach thereto the necessary supporting document(s) (identification documents, etc., as stated in the Section 4 above.** to the below noted email address. If all necessary items are not submitted, we may not be able to accept your request, so please make sure you have provided all of the required information and supporting documents before you send the email.
TELEHOUSE e-mail address: privacy@telehouse.com
- 2) As stated above, you can make request via an authorized representative, to whom you delegate the authority. In such cases, please submit the above mentioned documents (please see case2 or case3 above, as applicable)
- 3) Section 3 above, **the “bold” frame area, is mandatory information and as such it must be provided, so please make sure to fill-in said section completely.**
- 4) It will take about ten (10) days to respond to your request, from the date we receive your request. Thank you in advance for your understanding.
- 5) Please make sure to fill-in the e-mail address of the person making the request and/or his/her authorized representative, so that person can receive our response. We will send our reply to you via e-mail address which you provide above. If this request is made by an authorized representative on behalf of the consumer who is requesting to disclose/delete his/her own personal information, please fill-in all of the above requested information for said authorized representative and provide the requested documentation as well.”
- 6) As for the additional personal information we receive from you at the time of your request, we will only use that information in order to verify, and respond to your request, and will not use that information for any other purpose whatsoever. Additionally, we will dispose of such additional personal information as soon as we finish responding to your request.
- 7) We may decline your request if any of the following cases apply, and in such case(s), we notify to you of the reason via e-mail.
 - In all cases that the information you submit, regarding our services does not coincide with our registered information (if you register/subscribe to our services);
 - In all cases that we cannot verify that the request is truly coming from or on behalf of the consumer, whose personal data/information is provided and/or the authorized representative’s personal data/information cannot be confirmed and/or verified;
 - In all cases that the submitted information and/or documents, which are request herein are insufficient and/or cannot be verified;
 - In all cases that you fail to provide all of the requested personal information and/or documents;
 - In all cases when we are not legally permitted to disclose/delete the referenced personal information; and
 - In all other cases, where it would be a violation of the law if we disclose/delete the referenced personal information.
- 8) We will not take any responsibility nor shall we be liable for any undeliverable e-mails and/or for delivery to any authorized third party if you provided the erroneous third party’s email address.