Omilia
Conversational Intelligence

Data Subject Rights Requests

How to exercise your data privacy rights — multi-jurisdiction guide

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Omilia respects your fundamental rights regarding your personal data. This process outlines how you can exercise the rights granted to you under applicable data protection law, ensuring a transparent and reliable process for accessing, modifying, or deleting your information.

1. How to Submit a Data Rights Request

We have established a dedicated, secure channel for you to exercise your rights, regardless of which jurisdiction's law applies to you.

Request Channel	Contact
Data Protection Officer (DPO) Request Submission	dpo@omilia.com

In all cases, we must be able to verify your identity before we can act on your request.

2. Our Procedure

- Verification: We must first confirm your identity. We may request proof (such as a certified copy of a National ID or Passport) to ensure we share data only with the rightful owner. If there is reasonable doubt about your identity, we may request further information. We cannot act on a request if we cannot establish your identity.
- Response: We respond within the statutory timeline applicable to your jurisdiction (see Section 4 below). If you submit your request electronically, we will respond electronically where possible, unless you ask otherwise.
- Cost: Generally, all responses are provided free of charge. We will only charge a reasonable fee or decline a request where permitted by applicable law, such as where a request is manifestly unfounded, excessive, or repetitive. If a fee applies, we will inform you of it first, and you can decide whether to proceed with your request.
- Rejection and Appeal: If we decline your request, we will inform you of the reason(s) and advise you of your right to lodge a complaint with the relevant supervisory or regulatory authority in your jurisdiction.

3. Which Law Applies to You

The specific rights available to you, and the timeline for our response, depend on your location, the law that applies to your relationship with Omilia, and whether Omilia processes your data as the controller or on behalf of another organisation. The sections below summarize the main regimes under which Omilia receives data subject requests, given the jurisdictions in which Omilia and its clients operate.

Where Omilia processes your data on behalf of another organisation

Where Omilia processes your personal data on behalf of another organisation, that organisation is the controller of your data and is responsible for responding to your request. If you send such a request to Omilia, we will inform the relevant organisation and support it in responding in compliance with applicable data protection law. The response timelines in Section 4 apply where Omilia is the controller of your data.

European Union / EEA — GDPR

Applies to individuals in the EU/EEA. Key rights:

- Right to be informed — clear information about how your data is used, typically provided through a privacy notice.
- Right of access — confirmation of processing and a copy of your data.
- Right to rectification — correction of inaccurate or incomplete data.

- Right to erasure ('right to be forgotten') — deletion where no longer necessary or consent is withdrawn, subject to legal exceptions.
- Right to restriction of processing.
- Right to data portability.
- Right to object, including to processing based on legitimate interests or for direct marketing.
- Rights related to automated decision-making and profiling, including the right to human intervention.
- Right to withdraw consent at any time.

Response timeline: within one month of receipt, extendable by up to two additional months for complex or numerous requests (with notice of the delay and reasons given within the initial month).

Supervisory authority: individuals may lodge a complaint with the Office of the Commissioner for Personal Data Protection in Cyprus, or their own national supervisory authority.

United Kingdom — UK GDPR / Data Protection Act 2018

Substantially mirrors the EU GDPR rights above. Response timeline: one month, extendable by up to two additional months for complex requests. Complaints may be lodged with the UK Information Commissioner's Office (ICO).

Switzerland — Federal Act on Data Protection (FADP)

Individuals in Switzerland have similar rights of access, rectification, and objection. Requests are handled without undue delay, generally within 30 days. Complaints may be lodged with the Federal Data Protection and Information Commissioner (FDPIC).

United States — California (CCPA/CPRA) and other state privacy laws

California residents, and residents of other US states with comparable privacy statutes, have the following rights:

- Right to know / access — what personal information is collected, used, disclosed, and sold or shared, and to receive a copy.
- Right to delete — subject to statutory exceptions.
- Right to correct inaccurate personal information.
- Right to opt out of the sale or sharing of personal information, and out of targeted advertising.
- Right to limit use of sensitive personal information.
- Right to non-discrimination for exercising these rights.

Omilia does not sell personal data or use it for targeted advertising. Response timeline: 45 days from receipt, extendable by an additional 45 days when reasonably necessary, with notice of the extension. Complaints may be lodged with the California Privacy Protection Agency (CPPA) or Attorney General.

United States — HIPAA (health information)

Where Omilia processes protected health information (PHI) as a Business Associate for a healthcare provider or health plan (a Covered Entity), you exercise your rights of access, amendment, and accounting of disclosures with that Covered Entity, not directly with Omilia. If you send such a request to Omilia, we will notify the Covered Entity without undue delay and assist it in locating, retrieving and, where instructed, producing or amending the relevant records.

Omilia will not respond to your request as if it were the Covered Entity, unless our agreement with the Covered Entity requires or authorises it. The Covered Entity remains responsible for the response timeline.

Canada — PIPEDA

Individuals in Canada have the right to access their personal information, request corrections, and understand how their data is used and disclosed. Response timeline: within 30 days of receipt. Complaints may be lodged with the Office of the Privacy Commissioner of Canada (OPC).

Brazil — LGPD

Individuals in Brazil have rights of access, correction, anonymization, blocking or deletion of unnecessary or excessive data, data portability, information about sharing, and revocation of consent. Response timeline: statutorily immediate confirmation of processing, with a complete response generally due within 15 days. Complaints may be lodged with the Autoridade Nacional de Proteção de Dados (ANPD).

Mexico — Federal Law on Protection of Personal Data Held by Private Parties

Individuals in Mexico have rights of access, rectification, cancellation, and objection (known as 'ARCO' rights). Response timeline: 20 business days from receipt, with an equal extension possible where justified. Complaints may be lodged with the National Institute for Transparency, Access to Information and Personal Data Protection (INAI) or its successor authority.

Other Jurisdictions

Where Omilia processes personal data of individuals in other jurisdictions with applicable data protection law (including South Africa's POPIA, India's DPDP Act, and others), Omilia will honor requests in accordance with the rights and timelines set out in that jurisdiction's law. Contact dpo@omilia.com and specify your location so we can apply the correct process.

4. Summary of Response Timelines

Timelines below apply where Omilia is the controller of your data.

Jurisdiction / Law	Initial Response Timeline	Possible Extension
EU/EEA — GDPR	1 month	+2 months (complex/numerous requests)
UK — UK GDPR	1 month	+2 months (complex/numerous requests)
Switzerland — FADP	~30 days	Case-by-case
US (California) — CCPA/CPRA	45 days	+45 days (with notice)
Canada — PIPEDA	30 days	Case-by-case
Brazil — LGPD	15 days (substantive response)	Case-by-case
Mexico — Federal Data Protection Law	20 business days	Equal extension where justified

For questions about this process or to submit a request, contact Omilia's Data Protection Officer at dpo@omilia.com.