

Processing of Personal Data

The applicant acknowledges and accepts that to receive the benefits to which they are subscribing, as well as any ancillary or additional services, Aġenzija Sapport ('the Agency') necessitates the process of their personal data. This may involve the processing of specific categories of personal data, including, but not limited to, information regarding the applicant's health and disabilities. The applicant further acknowledges that, without this data, the Agency cannot proceed with their application or undertake any further actions as specified in the application form.

Also, the applicant understands that, in accordance with the law, the Agency may verify the information submitted in the application against its own records or with other governmental authorities, entities, voluntary organisations, and the Malta Community Chest Fund Foundation to prevent and detect fraud or ensure the optimal use of available resources.

Furthermore, the applicant acknowledges that certain anonymised information, which cannot be used to identify him/her, may be processed for statistical and research purposes.

Security Measures

The Agency undertakes to keep all personal data secure and preserve and protect its confidentiality and integrity. It adopts a rights-based access control approach for its electronic database, while physical files are kept securely within the respective units. Internal processes are designed to ensure that only the required data to meet the objective sought is processed. All professionals and other employees of the Agency are subject to professional secrecy.

Retention of Data

The personal information held by the Agency is essential for assessing each applicant's submission and ensuring that approved applicants receive the correct benefit amounts. Accordingly, the Agency retains this information as follows, unless specific circumstances require a longer retention period: for refused applications, data is retained for three (3) years from the date of application, and for approved applications, for three (3) years from the date of receipt of application or the date of payment, as applicable to the pertinent scheme.

Fairness and Transparency

Applicants, beneficiaries, and other individuals about whom the Agency may have personal information can request to be informed of which information about them is held by the Agency, to have access to such information, and to obtain other information about how that information is being processed. A request can also be made to rectify factually incorrect information or request that unlawfully held information be deleted. A demand may also be made to restrict the use of personal data for specific reasons justified by law.

Any such request has to be addressed to the **Data Protection Officer** of the Agency, who may be contacted on the over following channels:

Address: Aġenzija Sapport, Patri Gwann Azzopardi Street, Santa Venera SVR 1614

Telephone: +356 2256 8000

Email: dpo.sapport@gov.mt

These rights may be restricted for those reasons permitted by the law according to circumstances.

Other information about the type of personal data processed by the Agency, including how the information is processed, for what purposes, and for how long such data is retained, is detailed in the Agency's Data Protection and Records Policy, which is available on the website, www.sapport.gov.mt/.