MONTHLY DPO SUPPORT PACK · C3

Request and complaint log

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd. (fictional) is invented. All people are shown by role only.

Organisation	Quillmarrow Supplies Pte. Ltd. (fictional)
Document	C3 · Request and complaint log
Version	1.0
Date	5 February 2027 (illustrative)
Prepared by	Alex Lew, reviewer and sign-off
Client approver (role)	Head of Operations (DPO)
Label	Fictional organisation, illustrative only, not a client case study

1. Targets used

Quillmarrow’s target is to acknowledge requests within **3 working days** and respond within **30 days**, aiming to respond as soon as reasonably possible. The response target is Quillmarrow’s own working target; it should not be treated as a reason to delay a response that can be given sooner.

Under B6, marketing withdrawals are to be stopped within **10 working days**. If more time is needed to respond to an access or correction request, the person is told in writing when a response will be given. The DPO confirms the timing for any such case with Quillmarrow's lawyer.

C3 continues the B7 log. The table following this introduction records AR-07 to AR-14, including the relevant dates, outcomes and owners.

2. The quarter in numbers

Measure	Count
Received	8
Access	4
Correction	2
Withdrawal	1
Complaint	1

Measure	Count
Responded within 30 days	7 of 7 closed
Acknowledgements late	1 (AR-13)
Open	1 (AR-14, due 19 February 2027)

The access entries are AR-07, AR-11, AR-12 and AR-14. AR-14 remained open at 31 January 2027 and was within its response target. AR-13 was acknowledged late but the correction response was on target.

3. What changed because of the log

Following the delay in forwarding AR-06, DV-01 agreed to forward requests within one working day. AR-12 shows that DV-01 forwarded the later Malaysia delivery-record request within that agreed time.

AR-13 reached a sales mailbox and was acknowledged late. The resulting shared-mailbox forwarding rule was recorded in B7 v1.1 under PC-09: request-like emails are forwarded to the DPO.

For AR-10, the Head of Marketing and DPO recorded the complaint and the DNC check result. The number was added to Quillmarrow’s internal do-not-call list on the day the complaint was received.

4. Who approves responses

The DPO oversees the log and approves responses where indicated in the individual record. The relevant business owner handles or supports the response according to the entry: for example, the HR Manager for HR matters and the Sales Manager for AR-13. The reviewer may review records and advise but does not approve responses for Quillmarrow. Any uncertain legal point should be referred to a Singapore-qualified lawyer.

The log follows.

Request and complaint log (AR-07 to AR-14)

ID	Type	Received	Channel	Requester	Request	ID check	Acknowledged	Ack on target	Outcome	Responded	Days	Within 30 days	Approved by	Notes
AR-07	Access	3 Nov 2026	Email to the DPO address	Web-shop customer	Copy of order history and marketing data	Login to the web-shop account to send the request, plus confirmation of the delivery postcode	4 Nov 2026	Yes	Copy of order history and marketing preference record provided by secure download link	17 Nov 2026	14	Yes	DPO	Closed on target under B7.
AR-08	Withdrawal of consent	9 Nov 2026	Email to the DPO address	Marketing contact	Withdraw marketing consent	Not needed: withdrawal only	11 Nov 2026	Yes	Suppressed in MailBurst	11 Nov 2026	2	Yes	Head of Marketing	Suppression and acknowledgement completed within the B6 target.
AR-09	Correction	24 Nov 2026	Email to HR	Former employee	Correct postal address in PeopleDesk	Matched to the former employee's personal email held in PeopleDesk	26 Nov 2026 (with the correction)	Yes	Address corrected and confirmed	26 Nov 2026	2	Yes	HR Manager	Closed on target under B7.
AR-10	Complaint	4 Dec 2026	Phone call to Customer Service, logged by the DPO	SME owner	Complaint about a telemarketing call to their mobile	Not needed: complaint about a call; mobile number matched to the campaign call record	4 Dec 2026	Yes	Number added to Quillmarrow's internal do-not-call list the same day; reply sent	9 Dec 2026	5	Yes	DPO with Head of Marketing	DNC check record showed the number was not registered at the check date. One complaint in the period.
AR-11	Access	7 Dec 2026	Showroom counter, written form	Customer	CCTV footage of a 2 October showroom visit	Photo ID checked at the showroom counter by the Showroom Supervisor	8 Dec 2026	Yes	Told in writing that no footage was held	14 Dec 2026	7	Yes	DPO	Footage had already been overwritten under the about-30-day cycle before the request arrived.
AR-12	Access	16 Dec 2026 (DV-01 received it 15 Dec)	Request to DV-01, forwarded to Quillmarrow	Malaysia customer	Copy of delivery records	Order number and delivery address matched against ShopCloud order records	17 Dec 2026	Yes	Delivery records provided	6 Jan 2027	21	Yes	DPO	DV-01 forwarded the request on 16 Dec, within the one working day it agreed on 25 Nov 2026 (DA-05).

ID	Type	Received	Channel	Requester	Request	ID check	Acknowledged	Ack on target	Outcome	Responded	Days	Within 30 days	Approved by	Notes
AR-13	Correction	5 Jan 2027	Sales mailbox	B2B contact	Correct email address	Reply sent to the email address on the B2B account record, confirmed by the account holder	12 Jan 2027	No	Email address corrected in ShopCloud and MailBurst	12 Jan 2027	7	Yes	Sales Manager	Acknowledgement took 5 working days, late against the 3-working-day target. Shared mailboxes now forward request-like emails to the DPO; see B7 v1.1 and PC-09.
AR-14	Access	20 Jan 2027	Email to the careers address	Unsuccessful job applicant	Interview notes	Matched to the email address and application reference used for the application	21 Jan 2027	Yes	Open at 31 Jan 2027	Open	Open	Open	HR Manager with DPO	Open within target at 31 Jan 2027; due 19 Feb 2027.

Review and sign-off

Step	Who	Date
Log checked against the request files	Head of Operations (DPO)	31 January 2027
Log reviewed at the January check-in	DPO and COO, with the reviewer	5 February 2027
Log approved as the record for the quarter	Head of Operations (DPO)	5 February 2027

Next update: AR-14 is due on 19 February 2027; its outcome will be added before the March check-in.

About this sample

Fictional organisation, illustrative only, not a client case study. Quillmarrow Supplies Pte. Ltd., its people, vendors, findings and dates are invented. Nothing in this document reports a client result.

I personally review and sign off every deliverable. You appoint your own DPO. I support them.

This is practical compliance support, not legal advice. For legal advice, use a Singapore-qualified lawyer.

What's not included

- Acting as, being named as or replacing your DPO.
- Legal advice, legal representation or submitting regulatory notifications on your behalf.
- Certification or a guarantee of compliance.
- An emergency hotline or a substitute for your own incident-response arrangements.
- Forensic investigation, penetration testing, security engineering or administering your systems.
- Holding your customer database or making changes to live systems.
- Rebuilding the whole PDPA programme, a new AI governance review or a major new project (these need a separate scope and quote).
- Healthcare-sector work or on-site delivery.

Questions about this sample: DM @alewyl1 on X, or ask for a free intro call (coffee chat).