**Inquiry Guidelines**

**Please note:**

1. **Please read the “Information Notes” attached to this form carefully before completing the form. All information requested in this form is compulsory unless stated otherwise.**
2. **Failure to provide accurate information requested in this form may render your inquiry not be processed or your additional information be further requested.**
3. You may send the completed form to [Dataprivacy@tencent.com](mailto:Dataprivacy@tencent.com) or the address below:

**Address**: Data and Privacy Center, Legal Department, Tencent Building, Kejizhongyi Road, Science and Technology Park, Nanshan District, Shenzhen, Guangdong, China, Zip Code: 518057.

1. If your inquiry is related to personal information in connection with **Tenpay products**, such as WeChat Payment, QQ Wallet, please directly contact Tenpay customer service hotline: **95017**.
2. **Is your inquiry about your own personal information[[1]](#endnote-1)?**

□ Yes[[2]](#endnote-2) □ No[[3]](#endnote-3)

1. **Inquirer:**

1. **Name: Mr.** □/Ms. □\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(As shown on valid identification document, e.g. identification card, household register, passport etc.)

2. **Type of Valid Identification Document: (please attach a photocopy of the identification document with your signature; in case of electronic document, please attach the scan copy)**[[4]](#endnote-4)

□ Identification Card □ Passport □Others: ；

3. **Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

4. **Telephone[[5]](#endnote-5)**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

5. **Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ；

1. **Relevant person (if applicable)**

**1. Name: Mr.** □/Ms. □\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

(As shown on valid identification document, e.g. identification card, household register, passport etc.)

2. **Type of Valid Identification Document: (please attach a photocopy of the identification document with your signature; in case of electronic document, please attach the scan copy**)

□ Identification Card □ Passport □Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ；

3. **Relationship with the Inquirer:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

(Please attach supporting document for verification, e.g. power of attorney, certificate of custodial relationship etc.)

4. **Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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5. **Telephone:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

6. **Email:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

1. **Inquiry**

1. **Name of the Tencent Product:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

**Version Number:** (please indicate the then version)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

2.  **Information of Tencent account: (**supporting document of your legitimate holding of Tencent account[[6]](#endnote-6)**）(Please select either QQ or WeChat)**

□QQ: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ □WeChat:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. **Time and date of occurrence:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

4. **Personal information involved:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_；

5. **Describe the issue being complained:**

To facilitate our review of your complaint, please describe the issue in detail and attach relevant supporting documents. (Please use separate sheets if the space provided is not sufficient)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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(\_\_\_ page(s) of separate sheet is/are attached.)

1. **Have you** **complained this issue to other body or organization? (Optional) □ Yes□ No**

(If “Yes”, please provide details and results.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. **How would you expect us to help resolving your concern? (Optional)**

(Please describe any steps or remedies that you believe would resolve your concern.)

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1. **Personal Information Collection Statement**

I understand and agree to submit my personal information to Tencent for purposes directly related to this inquiry. If I am submitting this inquiry for a relevant person, I warrant that I have received a proper authorization from that person. Tencent may disclose my personal information or relevant person’s personal information (when applicable) to relevant governmental agencies or key persons to process this complaint.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Information Notes:

1. **What is “personal information”?**

   “Personal information” means the information which: is recorded in an electric form or other forms that can be used to identify an individual itself or when it is associated with other information. Personal information includes, but not limited to, the individual’s name, date of birth, identification card number, biometric identifier, address, telephone numbers etc. [↑](#endnote-ref-1)
2. **If “Yes”, please provide information concerning the inquirer in Section II.** [↑](#endnote-ref-2)
3. **If “No”, you are generally not entitled to make this inquiry, unless you are a relevant person.**

   “Relevant person” means a person entitled to submit inquiries on behalf of an inquirer, for example:

   If the inquirer is a minor, the relevant person means his/her father, mother or other legal guardian;

   If the inquirer is a person whose capacity for civil conducts is otherwise limited or lost, the relevant person means his/her father, mother or other legal guardian;

   A relevant person may also be an entrusted person authorized by the inquirer to deal with such matter on behalf of the inquirer.

   **If you are a relevant person, please provide the required information in Section II and Section III.** [↑](#endnote-ref-3)
4. **Please make sure to provide us a photocopy of a valid identification proof. Otherwise we cannot determine whether your inquiry is accurate.**

   (All information submitted related to this inquiry will only be used for purposes directly related to this inquiry and will not be used for other purposes.) [↑](#endnote-ref-4)
5. **Please provide your or relevant person’s mobile phone number.**  [↑](#endnote-ref-5)
6. **Supporting documents:**

   Since you are inquiring about Tencent products, a proof supporting that you are the legitimate owner of the Tencent account is needed. If you have linked your mobile phone number to the Tencent account, you are required to provide a proof showing you are the legitimate owner of this mobile phone number, such as a screenshot of the operator’s website with real-name information or printing relevant papers containing your personal information -which can be used to prove that you are the legitimate owner of this mobile phone number. Otherwise, we cannot determine whether you are the legitimate owner of the Tencent account. [↑](#endnote-ref-6)