

If you disagree with a decision we have made with respect to your personal information or a privacy right request you have submitted, you can appeal the decision by following this appeals process, which provides us with an opportunity to reevaluate the decision you are appealing.

Informal Resolution

We encourage you first to discuss relevant issues with our privacy team, who may resolve the issue so that you do not have to formally initiate the appeals process. Our privacy team will consider your perspective and seek to address your concerns in accordance with our company policies and applicable law. To contact our privacy team, please email alent@villagetopanga.com.

Initiating the Appeal Process

You may formally initiate the appeals process by providing written notice to privacypolicy@topangavillage.com. Your email should be labeled "Notice of Appeal" and fully describe your concerns or disagreement and include any documentation necessary to validate the claims you are making.

Acknowledgement of the Appeal

We will acknowledge receipt of your appeal within ten (10) business days of receiving your written notice of appeal. This acknowledgement may contain requests for additional information to help us properly investigate or adjudicate the appeal. Your failure to provide substantive responses to our requests may materially impact our ability to investigate or adjudicate the relevant issue.

Investigation and Determination

We will reasonably investigate the appeal based on the information and documentation you have provided. Following the investigation, we will reach a determination of your appeal, which may include modifying or upholding the original decision. We will notify you of our determination in writing within sixty (60) days of receipt of your written notice of appeal, and we will include the explanation for our determination of your appeal. If we deny your appeal, you may file an appeal with the relevant regulator.

Scope of the Appeal

The appeal will review whether the decision made by the privacy team that you have appealed was fair and consistent with applicable privacy law. You may only appeal a decision that applies to you personally unless you are otherwise authorized to act on another person's behalf, in which case you must provide evidence that you are authorized by the person on whose behalf you have submitted an appeal.

The appeal will focus exclusively on the decision being appealed. Broader issues related to our company policies, management style, or any other issues will not be considered as part of the appeal.

Remedy

The remedy that you seek is an important part of the appeal. Your initial written appeal must address what you seek as an outcome (for example, access to data, correction of data, deletion of data, etc.).

Withdrawal of the Appeal

You may withdraw or end your appeal at any time by providing us with written notice.

No Discrimination

We do not discriminate against any person who initiates an appeal.

Appeal Records

We will maintain a record of the appeal, including the final determination, in accordance with our record retention policies and procedures.