



## Tiġdid tad-Dettalji ta' Kuntatt

Updating of Contact Details



A: ARMS Ltd. - P.O. Box 63, Marsa, MRS 1000, Malta  
E: customercare@arms.com.mt T: 8007 2222 HELPLINE  
W: www.arms.com.mt

Għall-użu tal-uffiċċju / For office use only

Numru tad-dokument tal-Karta tal-Identità  
Identity Card document number

Sid il-kont  
Account holder

## Sezzjoni A / Section A

Numru tal-kont  
Account number

Data  
Date

 /  /   
jj / dd xx / mm ssss / yyyy

Kunjom u isem  
Surname and name

  
Kunjom / Surname  
Isem / Name

Numru tal-Karta tal-Identità (jew Passaport)  
Identity Card number (or Passport)

Indirizz  
Address

  
Numru jew isem tal-fond / Number or name of premises  
Triq / Street   
Lokaltà / Locality Kodiċi Postali / Postcode

## Sezzjoni B / Section B

Jien hawn fuq imsemmi, u bhala sid il-kont, nawtorizza lil ARMS Ltd. sabiex iġġedded id-dettalji tal-kont indikat f'din il-formola, mal-kategoriji li mmarkajt u bid-dettalji l-godda li qiegħed nipprovdni hawn isfel.

I the above mentioned, and registered account holder, hereby authorise ARMS Ltd. to update the account indicated on this form, with the new details I am providing below related to the categories marked.

Mowbajl/Telefown  
Mobile/Telephone

 / 

Indirizz elettroniku  
E-mail address

Indirizz Postali  
Postal Address

  
Numru jew isem tal-fond / Number or name of premises  
Triq / Street   
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## Sezzjoni Ċ / Section C Dokumentazzjoni / Documentation

Isem tad-dokument Name of document	Noti Notes
<b>Dokumenti ġenerali / General documents</b>	
Identifikazzjoni (dan iservi biss għall-awtentikazzjoni) Identification (this is only for authentication)	<b>Karta tal-Identità, jew kopja taż-żewġ naħat, tal-persuni li ffirmaw f'kwalunkwe parti ta' din il-formola. Karti tal-Identità validi, dokumenti ta' residenza u dokumenti ta' identifikazzjoni mahruġa skont l-Att dwar il-Karta tal-Identità u Dokumenti Ohra tal-Identità kif ukoll Passaporti validi huma aċċettati bħala mezz ta' identifikazzjoni għal dan il-għan.</b> Identity Card, or a copy of both sides, of the persons signing in any part of this form. Valid Identity Cards, residence documents and identification documents issued in terms of the Identity Card and Other Identity Documents Act as well as valid passports are accepted as a means of identification for such purpose.
Awtorizzazzjoni mill-kumpanija (għall-kumpaniji biss) Company authorisation (for companies only)	<b>F'każ ta' entità kummerċjali, prova li l-persuna li qed tiffirma f'isem il-kumpanija għandha l-awtorizzazzjoni neċessarja. Din tista' tkun jew il-memorandum tal-kumpanija jew riżoluzzjoni valida tal-bord.</b> In the case of a commercial entity, proof has to be provided that the person signing on the form on behalf of the company has the necessary authorisation to do so. This can either be the Memorandum of Articles of the company or a valid board resolution.

## Avviż dwar il-Privatezza

Id-data personali tiegħek tiġi pproċessata għall-iskopijiet li niprovdulekk servizzi tal-elettriku u/jew ilma. Għaldaqstant, skont is-servizz/i ikkonċernat/i mit-talba tiegħek f'din il-formola, jekk jogħġbok innota li f'dan l-Avviż, "Ahna"/"Tagħna"/"Lilna" ifissru:

- Kemm l-Enemalta plc kif ukoll il-Korporazzjoni għas-Servizzi tal-Ilma jekk it-talba tiegħek tikkonċerna kemm servizzi tal-elettriku kif ukoll tal-ilma; jew
- Enemalta plc jekk it-talba tiegħek tikkonċerna biss servizzi tal-elettriku; jew
- Korporazzjoni għas-Servizzi tal-Ilma jekk it-talba tiegħek tikkonċerna biss servizzi tal-ilma

Innota li ARMS Ltd giet maħtura bħala Proċessur Tagħna għalhekk l-informazzjoni tiegħek tiġi wkoll ipproċessata minn din l-entità f'isimna.

Kif, xiex u għaliex niġbru d-data tiegħek?

Ahna regolarment niġbru data personali bħala parti mis-servizzi ta' utilità u mill-obbligi legali. It-terminu "data personali" jirreferi għall-informazzjoni kollha li tista' twassal biex tidentifikak personalment, u tipikament Ahna nipproċessaw data personali bħal isem, kunjom, numru tal-Karta tal-Identità/Passaport u n-numru tad-dokument assoċjat, indirizz, numru tat-telefown/mowbajl, e-mail, numru tal-kont, numru u qari tal-arloġ u informazzjoni dwar kontijiet.

Irrispettivament mill-manjiera li Ahna ġbarna d-data personali tiegħek, Ahna se nipproċessaw biss din id-data għall-iskopijiet li niprovdu servizzi tal-elettriku u/jew ilma u skopijiet oħra anċillari ma' tali servizzi. Tipikament Ahna nipproċessaw id-data personali tiegħek skont il-bażijiet legali li ġejjin:

- Id-dħul f'kuntratt u l-eżekuzzjoni tiegħu;
- L-interessi legittimi tagħna għal raġunijiet ta' sigurtà u sikurezza u sabiex nissalvagwardjaw id-drittijiet tagħna f'każijiet ta' arbitraġġ/proċeduri legali u kwalunkwe interess legittimu ieħor li jista' jkollna, partikolarment relatati mas-servizzi pprovduti;
- Konformità mal-obbligi legali imposti fuqna; u
- Il-kunsens provdut minnek

Jista' jkun hemm każijiet fejn Ahna wkoll jaf niddependu fuq l-interess pubbliku fl-ipproċessar tad-data tiegħek.

Ahna nistghu nizvelaw id-data personali tiegħek lil individwi magħzula fi hdan il-kumpaniji Tagħna, fuq bażi ta' hteġa ta' għarfien. Id-data personali tiegħek tista' wkoll tiġi zvelata lil terzi hekk kif spjegat f'izjed dettall fl-Avviż ta' Privatezza Tagħna disponibbli fuq il-links indikati iżjed 'l isfel. Ahna nzommu d-data personali tiegħek esklussivament għall-perjodu li matulu nistghu naghmlu dan, liema perjodu normalment huwa ta' 10 snin mid-data minn meta ma tibqax klijent Tagħna. Għandek ċerti drittijiet fir-rigward tad-data personali tiegħek inkluż: dritt ta' aċċess, dritt għal thassir, dritt ta' oġġezzjoni, dritt għall-portabbiltà tad-data, dritt għar-rettifika, dritt għar-restrizzjoni, dritt li tirtira l-kunsens tiegħek u dritt li tkun infurmat dwar is-sors.

Id-drittijiet tiegħek fir-rigward tad-data personali tiegħek mhumiex assoluti.

Aktar informazzjoni tinsab disponibbli fl-Avviż ta' Privatezza Tagħna, inkluż dwar kif teżerċita d-drittijiet tiegħek, li huma aċċessibbli fuq:

- <https://arms.com.mt/mt/avviz-dwar-il-privatezza> jekk it-talba tiegħek f'din il-formola tikkonċerna kemm servizzi tal-elettriku kif ukoll tal-ilma; u
- <https://www.enemalta.com.mt/mt/uncategorized-mt/avviz-dwar-il-privatezza-elettriku/> jekk it-talba tiegħek f'din il-formola tikkonċerna biss is-servizz tal-elettriku; u
- <http://www.wsc.com.mt/privacy-notice-mt/> jekk it-talba tiegħek f'din il-formola tikkonċerna biss is-servizz tal-ilma



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Tista' tikkuntattja Lina jew lill-Uffiċjal/i tal-Protezzjoni tad-Data Taghna jekk ghandek xi mistoqsijiet jew ilmenti relatati mal-ipproċessar tad-data personali tieghek fuq id-dettalji ta' kuntatt hawn taht:

<b>ARMS Ltd</b> Numru ta' kuntatt: 80072222 E-mail: <a href="mailto:customercare@arms.com.mt">customercare@arms.com.mt</a> Indirizz: Uffiċċji ARMS Ltd, Hal Qormi, Luqa, LQA 9043.	<b>Uffiċjal tal-Protezzjoni tad-Data ta' ARMS Ltd</b> Numru ta' kuntatt: 22452725 E-mail: <a href="mailto:dpo.arms@arms.com.mt">dpo.arms@arms.com.mt</a> Indirizz: Uffiċċji ARMS Ltd, Hal Qormi, Luqa, LQA 9043
<b>Enemalta plc</b> Numru ta' kuntatt: 80072224 E-mail: <a href="mailto:customercare.em@enemalta.com.mt">customercare.em@enemalta.com.mt</a> Indirizz: Bini Amministrattiv, il-Moll tal-Knisja, Marsa, MRS 1000.	<b>Uffiċjal tal-Protezzjoni tad-Data ta' Enemalta plc</b> Numru ta' kuntatt: 22980583 E-mail: <a href="mailto:dpo.em@enemalta.com.mt">dpo.em@enemalta.com.mt</a> Indirizz: Bini Amministrattiv, il-Moll tal-Knisja, Marsa, MRS 1000.
<b>Korporazzjoni ghas-Servizzi tal-Ilma</b> Numru ta' kuntatt: 80076400 E-mail: <a href="mailto:customercare@wsc.com.mt">customercare@wsc.com.mt</a> Indirizz: Korporazzjoni Ghas-Servizzi tal-Ilma, Hal Qormi, Luqa, LQA 9043.	<b>Uffiċjal tal-Protezzjoni tad-Data tal-Korporazzjoni ghas-Servizzi tal-Ilma</b> Numru ta' kuntatt: 22443240 E-mail: <a href="mailto:dpo@wsc.com.mt">dpo@wsc.com.mt</a> Indirizz: Korporazzjoni Ghas-Servizzi tal-Ilma, Hal Qormi, Luqa, LQA 9043.

Int ghandek ukoll id-dritt li tressaq ilment quddiem l-Uffiċċju tal-Kummissarju għall-Infommazzjoni u l-Protezzjoni tad-Data f'Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)). Dan l-avviż jista' jiġi aġġornat fid-diskrezzjoni Taghna. Aġġornamenti b'riżultat ta' bidla fil-liġi jew attivitajiet tal-ipproċessar jiġu kkomunikati lilek qabel il-bidu tal-attività rilevanti tal-ipproċessar.

## Privacy Notice

Your personal data will be processed for the purposes of providing you with electricity and/or water services. Accordingly, depending on the service/s concerned by your request in this application, please note that in this Notice "We"/"Us"/"Our" means:

- Both Enemalta plc and Water Services Corporation if your request concerns both electricity and water services; or
- Enemalta plc if your request concerns electricity service only; or
- Water Services Corporation if your request concerns water service only

Note that ARMS Ltd has been appointed as Our processor and therefore your information will also be processed by such entity on Our behalf.

How, what and why do we collect your data?

We regularly collect personal data as part of our utility services and legal obligations. The term "personal data" refers to all information which can render you personally identifiable, and We typically process personal data such as your name, surname, ID Card/Passport number and associated document number, address, contact number, contact e-mail, meter readings, billing information, account and meter number.

Irrespective of the manner that We have collected your personal data, We will only process such data for the purposes of the provision of electricity and/or water services and purposes which are inherently related thereto. We typically process your personal data on the basis of the following legal bases:

- Entering into and performing a contract;
- Our legitimate interests in terms of security and safety purposes, safeguarding of our rights through arbitration/legal proceedings and any other legitimate interests which we may have in relation to the services provided;
- Compliance with legal obligations imposed on Us; and
- Consent provided by yourself

There may be instances where We may also rely on a public interest in processing your data.

We may share your personal data with selected individuals within Our companies, on a need to know basis. Your personal data may also be shared to other third parties as explained in more detail in Our Privacy Notices at the links mentioned hereunder. We retain your personal data exclusively for the period in which We may lawfully retain your data, which period is normally 10 years from the date you cease to be Our client. You have certain rights in relation to your personal data including: right of access, right to erasure, right to object, right to data portability, right to rectification, right to restriction, right to withdraw your consent and right to be informed of the source.

Your rights in relation to your personal data are not absolute.

More information can be accessed in Our Privacy Notices, including on how to exercise your rights, which are accessible at:

- <https://arms.com.mt/en/privacy-notice> if your request in this application concerns both electricity and water services; and
- <https://www.enemalta.com.mt/uncategorised/privacy-notice-electricity-customers/> if your request in this application concerns electricity service only; and
- <http://www.wsc.com.mt/privacy-notice/> if your request in this application concerns water service only



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**W:** [www.arms.com.mt](http://www.arms.com.mt)

You may contact Us or Our Data Protection Officer/s if you have any queries or complaints related to the processing of your personal data at the contact details below:

ARMS Ltd Contact number: 80072222 E-mail: <a href="mailto:customercare@arms.com.mt">customercare@arms.com.mt</a> Address: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043.	ARMS Ltd Data Protection Officer Contact number: 22452725 E-mail: <a href="mailto:dpo.arms@arms.com.mt">dpo.arms@arms.com.mt</a> Address: ARMS Ltd Offices, Qormi Road, Luqa, LQA 9043.
Enemalta plc Contact number: 80072224 E-mail: <a href="mailto:customercare.em@enemalta.com.mt">customercare.em@enemalta.com.mt</a> Address: Central Administration Offices, Church Wharf, Marsa, MRS 1000.	Enemalta plc Data Protection Officer Contact number: 22980583 E-mail: <a href="mailto:dpo.em@enemalta.com.mt">dpo.em@enemalta.com.mt</a> Address: Central Administration Offices, Church Wharf, Marsa, MRS 1000.
Water Services Corporation Contact number: 80076400 E-mail: <a href="mailto:customercare@wsc.com.mt">customercare@wsc.com.mt</a> Address: Water Services Corporation, Qormi Road, Luqa, LQA 9043.	Water Services Corporation Data Protection Officer Contact number: 22443240 E-mail: <a href="mailto:dpo@wsc.com.mt">dpo@wsc.com.mt</a> Address: Water Services Corporation, Qormi Road, Luqa, LQA 9043.

You also have a right to lodge a complaint with the Office of the Information and Data Protection Commissioner in Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)). This notice may be updated at Our sole discretion. Amendments as a result of changes in applicable law or processing activities will be communicated to you prior to the commencement of the relevant processing activity.

## Dikjarazzjoni tal-Applikant

Jiena lest li noqgħod għall-kundizzjonijiet kollha tar-Regolamenti fuq il-Provvista tal-Elettriku (L.S. 545.01), ir-Regolamenti dwar l-Installazzjonijiet Elettrici (L.S. 545.24), ir-Regolamenti dwar il-Fornitura tal-Ilma (L.S. 545.03) u l-ligijiet, regoli u proceduri oħra kollha applikabbli. Nikkonferma li qrajt u li se noqgħod, mingħajr riservi, għall-kundizzjonijiet kollha mnizzla f'din il-formola. Jiena nidhol responsabbli għall-eżattezza u l-verità tal-informazzjoni pprovduta u naqbel li kull ineżattezza għandha tkun sugġetta għat-termini tal-ligijiet ta' Malta, u bħala riżultat, fost affarijiet oħra, jista' jkun hemm sospensjoni tas-servizz u/jew jittieħdu passi gudizzjarji fil-Qorti. ARMS Ltd, Enemalta plc u l-Korporazzjoni għas-Servizzi tal-Ilma jirriservaw id-dritt illi jikkancellaw u jirrevokaw l-ghotja tas-servizz/i f'isem l-applikant permezz ta' din il-formola f'każ illi l-informazzjoni pprovduta ma tkunx korretta u/jew f'każ illi jkun hemm kontestazzjoni minn terzi persuni b'interess legittimu. Nifhem din id-dikjarazzjoni u l-konsegwenzi li ġgorr magħha u naqbel bis-shif u bla riserva mal-kontenut tagħha. Nikkonferma wkoll li qrajt u fhimt l-Avviz ta' Privatezza applikabbli u inkluzja ma' din l-applikazzjoni. Jiena qiegħed nifhem li l-entitajiet jistgħu jeżerċitaw kull azzjoni legali jew gudizzjarja sabiex jiproteġu l-interessi tagħhom fil-liġi.

## Applicant Declaration

I will adhere to all conditions specified in the Electricity Supply Regulations (S.L. 545.01), the Electrical Installation Regulations (S.L. 545.24), the Water Supply Regulations (S.L.545.03) and all other applicable rules and procedures. I have read and will adhere without reservation to all conditions specified in this form. I am fully responsible for the accuracy and for the truthfulness of the information provided and any inaccuracy shall be dealt with in terms of the Laws of Malta and shall result, amongst others, in the suspension of the supply and/or in the institution of judicial proceedings. ARMS Ltd, Enemalta plc and Water Services Corporation reserve the right to cancel and revoke the supply of service/s given in the name of the applicant by virtue of this application form if the information provided is incorrect and/or is contested by any third party having a legitimate interest. I understand this declaration and the consequences thereof and agree entirely and without reservation with its contents. I also confirm to have read and understood the applicable Privacy Notice included with this application. I understand that the entities can exercise any legal or judicial action as may be necessary to protect their interests at law.

Firma tal-applikant / Applicant's signature

Data / Date