



Registrazzjoni ta' Bidla tal-Konsumatur

Registration of Change in Consumer



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-identità
Identity document number

Sezzjoni A - Informazzjoni fuq il-kont li jrid jiġi trasferit

Section A - Information on the account to be transferred

Data
Date

Indirizz ta' fejn hemm is-servizz
Service Address

Numru tal-kont
Account number

Din il-bidla ta' sid il-kont qed issir minħabba: (immarka fejn japplika)

This change in account holder is being made due to: (please tick where applicable)

- 1 - ☐ Il-post qiegħed jingħata lura lis-sid / Return to owner
2 - ☐ Xiri tal-post / Purchase of property
3 - ☐ Wirt / Inheritance
4 - ☐ Kiri (Mhux sid) / Rental purposes (Non-owner)

Isem tad-dokument Name of document	Noti Notes
Dokumenti ġenerali / General documents	
Identifikazzjoni (Dan iservi biss għall-awtentikazzjoni) Identification (This is only for authentication)	Kopja miż-żewġ naħhat tal-Karta tal-Identità' Maltija jew Permess ta' Residenza Maltija, mahruġa skont l-Att dwar il-Karta tal-Identità'. Kopja ta' Passaport validu huma aċċettat biss sabiex tirreġistra il-kont fuq ismek. A Copy of both sides of the Maltese Identity Card or Maltese Residence Permit, issued in terms of the Identity Card Act. A Copy of a Valid Passport is only accepted to register the account on your name.
Awtorizzazzjoni mill-kumpanija (għall-kumpaniji biss) Company authorisation (for companies only)	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. 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.
F'każ ta' sistema fotovoltajka installata / In case of an installed PV system	
Dokumenti mill-uffiċċji tar-REWS Documents from the REWS offices	F'każ li s-sistema fotovoltajka ser tiġi trasferita f'fond ieħor u kif ukoll jekk is-sistema ser tibqa' fl-istess post, ir-REWS iridu jkunu infurmati. In the case of PV system reallocation to another premises (change in address) or if it remains in the same location (change in ownership), REWS must be informed.
F'każ ta' servizz ta' EV domestika jew residenzjali / In case of EV service for domestic or residential purposes	
Kopja tal-log book tal-vettura elettrika Copy of the electric vehicle log book	Mahruġ minn Transport Malta li tikkonferma dettalji tekniċi tal-vettura elettrika. Issued by Transport Malta to outline technical details regarding the electric vehicle.



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Sezzjoni B - Hlasijiet amministrattivi Section B - Administrative fees

Wahda jew uħud minn dawn il-hlasijiet amministrattivi jridu jithallsu mal-formola tal-applikazzjoni.
One or more of these administrative fees need to be paid on submission of this application form.

Deskrizzjoni Description	Noti Notes	Ammont Amount
Hlas biex tiġi pproċessata l-applikazzjoni Processing fee	Dan il-hlas jiġdied mal-aħħar kont tal-persuna li ser tneħhi l-kont minn fuq isimha. This is applied to the final bill of the person wishing to remove the account registered in his/her name.	€4.66
Applikabbli għal applikanti li mhumiex sidien / Applicable to non-owner applicants		
Depożitu ta' garanzija Guarantee deposit	Jinghata lura biss meta tiġi ppreżentata prova li l-applikant huwa sid il-post jew jinghalaq il-kont kif mitlub mill-applikant. Refunded only when applicant presents proof of ownership of the premises or when account has been closed as requested by the applicant.	€500 Kull post /for each premises

Sezzjoni Ċ - Informazzjoni Importanti (Aqra sew) Section C - Important Information (Read carefully)

- Sakemm tiġi pproċessata din il-formola u jsir it-trasferiment tal-kont, il-konsumatur attwali reġistrat fuq il-kont jibqa' responsabbli għall-hlas tal-kontijiet tal-ilma u/jew id-dawl.**
The current registered consumer will remain responsible for paying water and/or electricity bills until this form is successfully processed and the account is transferred.
- Din il-formola ma tiġix ipproċessata jekk waħda miż-żewġ partijiet ikollha dejn fuq kontijiet oħra rreġistrati f'isimha.**
This form will not be processed if any one of both parties has outstanding debts on other accounts registered in their name.
- Jekk is-sid attwali tal-kont ma jistax jimla u jiffirma l-partijiet relevanti, l-applikant li ser jidher f'sezzjoni E għandu jimla d-dikjarazzjoni ta' indennizz li tinstab fil-paġna 3, taħt is-sezzjoni D.**
In the case that the current account holder cannot fill in and sign the relevant sections, the applicant appearing in section E must fill in the indemnity declaration found in page 3, below section D.
- Kemm jekk is-sid il-ġdid tal-kont huwa sid il-post, u kif ukoll f'każ li m'huwiex, hija responsabbiltà tal-applikant li jinforma lis-sid/ien tal-post bit-trasferiment.**
Whether the incoming account holder is the owner of the premises or not, it is the applicant's responsibility to inform the owner/s of the premises regarding this transfer.
- Huwa rrakkomandat li qari riċenti tal-arloġġi relatati mal-kontijiet kollha fejn il-persuni, speċifikati f'sezzjoni E(ii), se jiġdiedu jew jitnaqqsu, jiġu pprovduti biex il-benefiċċji tar-residenti jitqassmu b'mod aktar preċiż. Sezzjoni Ġ ta' din il-formola tagħti lok fejn sid il-kont kurrenti u l-ġdid jistgħu jipprovdut l-qari tal-arloġġi tal-post indikat f'sezzjoni A. Għall-qari ta' postijiet oħra affettwati mill-bidliet mitlubin f'din il-formola, għandhom jiġu pprovduti fuq formola J għal kont aġġornat u tkun iffirmata minn sid il-kont rispettiv.**
It is recommended that recent readings from the meters related to the accounts where the residents, specified in section E(ii), are being added or removed, are provided so that resident benefits are distributed in a more accurate manner. Section G of this application offers the current and new account holder to provide readings of the meters of the premises indicated in section A. For readings of other premises affected by the changes requested on this application, these must be provided on a form J for an updated bill and to be signed by the respective account holder.
- Għalkemm naċċettaw firma ta' wiehied mill-ġenituri/gwardjani legali, f'sezzjoni E(ii), għal zieda ta' persuni taħt it-18-il sena, jistgħu jiġu kkunsidrati kontestazzjonijiet validi minn partijiet verifikati.**
Despite accepting signature of one of the parents/legal guardians, in section E(ii), for addition of persons under the age of 18, valid contestations from verified parties may be considered.



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Sezzjoni D - Is-sid attwali tal-kont / Section D - Current account holder

Din is-sezzjoni għandha timtela mill-konsumatur li jixtieq ineħhi l-kont minn fuq ismu.

This section is to be filled by the consumer wishing to remove the account registered in his/her name.

Kunjom u isem tal-konsumatur

Surname and name of consumer

Kunjom / Surname

Isem / Name

Numru tal-identità (Jew numru ta' Passport)

Identity number (Or Passport number)

Jekk ser tapplika f'isem kumpanija / If applying on behalf of a company

Isem tal-kumpanija

Company name

Numru tar-registrazzjoni tal-kumpanija

Company registration number

Numru tal-VAT

VAT number

Mowbajl/Telefown

Mobile/Telephone

_____ / _____

Indirizz elettroniku / E-mail address

Niżżel hawn l-indirizz postali fejn trid tirċievi l-kont finali

Indicate here the postal address where you wish to receive your final bill

Numru jew isem tal-fond / Number or name of premises

Triq / Street

Lokalità / Locality

Kodiċi Postali / Postcode

DIKJARAZZJONI TA' INDENNIZZ

(Timtela mis-sid il-ġdid tal-kont f'każ li s-sid kurrenti ma jkunx jista' jimla u jiffirma l-partijiet rilevanti)

Jien, hawn taht iffirmat/a, _____ detentur/detentriċi tad-dokument tal-identità numru _____

niddikjara li m'iniex f'pożizzjoni li nottjeni l-firma tas-sid attwali tal-kont peress li _____ u inoltre

nintrabat li nindennizza u nżomm bla ħsara lil Automated Revenue Management Services Limited (ARMS Ltd), Enemalta plc u/jew Korporazzjoni għas-servizzi tal-Ilma (KSI) f'każ li s-sid attwali tal-kont numru _____, jew l-eredi tiegħu/tagħha, jikkontesta/w b'xi mod it-trasferiment tal-kont imsemmi għal fuq ismi.

INDEMNITY DECLARATION

(To be filled in by the incoming account holder in case the current account holder cannot fill in and sign the relevant sections.)

I, the undersigned, _____ holder of the identity document with number _____ hereby declare that I am not in a position to obtain the signature of the current account holder as _____ and furthermore bind myself to indemnify and hold harmless Automated Revenue Management Services Limited (ARMS Ltd), Enemalta plc and/or Water Services Corporation (WSC) should the current account holder of account number _____, or his/her heirs, in any way contest the transfer of the same account onto my name.

Firma / Signature

Registrazzjoni ta' Bidla tal-Konsumatur

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Sezzjoni E - Is-sid il-ġdid tal-kont / Section E - Incoming account holder

(i) Din is-sezzjoni għandha timtela mill-konsumatur li qed jitolb li jiehru r-responsabbiltà li jhallas il-kontijiet segwenti ta' dan il-fond. / This section is to be filled by the consumer requesting responsibility for the payment of future bills for this premises.

Rabta legali mal-indirizz tas-servizz / Legal binding to service address

☐ Sid / Owner

☐ Mhux Sid / Non-Owner (Depozitu ta' garanzija japplika / Guarantee deposit applies)

Kunjom u isem tal-konsumatur

Surname and name of consumer

Kunjom / Surname

Isem / Name

Numru tal-identità (jew numru ta' Passaport)

Identity number (or Passport number)

Jekk ser tapplika f'isem kumpanija / If applying on behalf of a company

Isem tal-kumpanija

Company name

Numru tar-registrazzjoni tal-kumpanija

Company registration number

Numru tal-VAT

VAT number

Mowbajl/Telefown

Mobile/Telephone

Indirizz elettroniku / E-mail address

Kif tixtieq tirċievi l-kontijiet?

How would you like to receive your bills?

☐ Elettronikament fl-indirizz elettroniku ipprovdut
Electronically to the e-mail address provided

☐ Bil-posta fl-indirizz imnizzel hawn
By post to the address indicated here

Numru jew isem tal-fond/Number or name of premises

Triq/Street

Lokalià/Locality

Kodiċi Postali/Postcode

Tixtieq illi tiġi nnotifikat f'każ ta' interruzzjonijiet ppjanati? Immarka liema servizz.

Do you wish to be notified in case of planned interruptions? Please mark which service.

☐ Elettriku / Electricity - Enemalta plc

☐ Ilma / Water - KSI / WSC

(ii) Is-sid il-ġdid tal-kont jista' jagħzel li ma jimliex hawn taht u jista' japplika fil-futur permezz tal-formola H. Ir-residenti għandhom jaqraw l-Avviż dwar il-Privatezza li qegħda ma' din l-applikazzjoni qabel jiffirmaw. / Account holder may opt not to fill in the below and apply at a future date through form H. The residents should read the Privacy Notice within this application before signing.

Persuni li se jgħixu f'din il-proprjetà / Persons who will be residing in this property

Għall-użu tal-uffiċċju

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Isem u kunjom Name and surname	Numru tal-Karta tal-Identità' Maltija jew Permess ta' Residenza Maltija. Maltese Identity Card or Maltese Residence Permit number.	Firma tar-resident* Resident's signature*	Numru tad-dokument tal-Karta tal-Identità Identity Card document number

* - Il-firma ta' mill-anqas wieħed mill-ġenituri, jew gwardjani legali, hija meħtieġa fil-paġna li jmiss għal persuni taht it-18-il sena. / Signature of at least one of the parents, or legal guardians, is required in the next page for persons under 18 years.



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Dikjarazzjoni mill-ġenitur/i/gwardjan/i legali / Parent/s/legal guardian/s' declaration

Jien/aħna, bħala l-ġenitur/i tal-persuna/i ta' taħt l-età, imsemmijin fil-lista li qegħda f'sezzjoni E(ii), naqblu li jiġu reġistrati bħala residenti fl-indirizz ikkwotat f'sezzjoni A u li dan huwa skont informazzjoni korretta. Niddikjara/w li qrajt/na u naqbel/naqblu mal-Avviz dwar il-Privatezza li jinsab fil-paġni li jmiss ta' din l-applikazzjoni.

I/we, as parent/s/legal guardian/s of the underage persons, mentioned in the list in section E(ii), agree that they are to be registered as residents in the quoted address in section A and this is according to correct information. I/we declare to have read and agreed with the Privacy Notice found in the following pages of this application.

*Firma/Firem tal-ġenituri/gwardjani legali

*Parents'/legal guardians' signature/s

Numru/i tal-Karta tal-Identità (jew Passaport)

Identity Card number/s (or Passport)

* - Meta l-persuni li qed jiżdiedu jew jitnaqqsu f'sezzjoni E(ii) ikollhom inqas minn 18-il sena, tinhtieg il-firma ta' mill-anqas wieħed mill-ġenituri/gwardjani legali. / In case that the persons being added or removed in section E(ii) are under 18 years of age, at least one of the parents'/legal guardians' signatures is required.

Sezzjoni F - Awtorizzazzjoni għal ħlas dirett (Is-sid il-ġdid tal-kont)

Section F - Direct Debit Mandate (New account holder)

Id-drittijiet tiegħek dwar il-mandat t'hawn taħt huma spjegati f'dikjarazzjoni li tista' tingabar mill-bank tiegħek. Tista' timla din is-sezzjoni biex tibbenefika mill-aktar sistema ta' ħlas ta' kontijiet komda u konvenjenti u biex tevita l-konsegwenzi ta' kontijiet mhux imħallsa, jew imħallsa tard. Jekk tagħzel din is-sistema ta' ħlas u ma taqbilx ma' xi kont mibghut lilek, xorta waħda tkun tista' titlob li jiġi kkalkulat mill-ġdid u jekk ikun xieraq tinghata lura l-ħlas li jkun sar b'mod awtomatiku. Hlasijiet diretti attivi jistghu jitwaqqfu billi timla formola Q.

Your rights regarding the below mandate are explained in a statement that you can obtain from your bank. You may complete this section to benefit from the most convenient method to pay for this service and to avoid the consequences of late or non-payment. If you opt for this payment method and you disagree with any of the bills sent to you, you may still request a recalculation, and where applicable, you will be refunded accordingly. Active direct debit may be cancelled by filling in form Q.

Termini u kundizzjonijiet ta' dan is-servizz jinstabu fil-paġna 9 ta' din il-formola. Il-partijiet immarkati b'(*) huma mandatorji.

Terms and conditions of this service may be found on page 10. Fields marked with (*) are mandatory.

* Dettalji tal-kont tal-bank / Bank account details

* Numru tal-kont - IBAN (International Bank Account Number) / Account Number - IBAN (International Bank Account Number)

* SWIFT - BIC

Dettalji tal-Kreditur/Creditor's Details

Isem tal-Kreditur
Name of Creditor

AUTOMATED REVENUE MANAGEMENT SERVICES LTD. (ARMS LTD.)

Numru tal-Kreditur
Creditor ID

MT50ZZZ994796004T

Isem tal-fond
Name of premises

GATTARD HOUSE, NATIONAL ROAD

Lokalità
Locality

BLATA L-BAJDA

Kodiċi Postali
Postcode

HMR 9010

Pajjiż
Country

MALTA

* Tip ta' Pagament / Type of Payment

☐

Pagament rikurrenti
Recurrent payment

☐

Pagament ta' darba
One-off payment

Jekk il-pagament rikurrenti hu għal ftehim temporanju
(Mhix mandatorja)

If recurrent payment is for temporary agreement
(Optional)

Minn meta
Initial date

jj/dd

xx/mm

ssss/yyyy

Sa meta
End date

jj/dd

xx/mm

ssss/yyyy

Firma tal-applikant / Applicant's signature

Data / Date



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Sezzjoni Ġ - Dettalji tal-arloġġ/i Section G - Meter/s details

Data tal-qari tal-arloġġ / Date of meter reading

____ / ____ / ____
jj / dd xx / mm ssss / yyyy

Numru tal-arloġġ tal-ilma / Water meter number

Qari tal-arloġġ tal-ilma / Water meter reading

Numru tal-arloġġ prinċipali tal-elettriku / Main electricity meter number

Qari tal-arloġġ prinċipali tal-elettriku / Main electricity meter reading

Trid timtela BISS jekk hemm sistema fotovoltajka installata f'dan il-fond. Timtela anke jekk is-sistema ser tkun riallokata f'post ieħor.

To be filled ONLY if a photovoltaic system is installed at this premises. To fill in also if the system will be re-allocated to another premises.

Qari mill-arloġġ prinċipali (Export) / Reading from main meter (Export)

Numru tal-arloġġ fotovoltajku / PV meter number

Qari tal-arloġġ fotovoltajku / PV electricity reading

Trid tintela biss jekk għandek EV meter installat f'dan il-post.

To be filled only if an EV meter is installed at this premises.

Numru tal-arloġġ fotovoltajku / PV meter number

Numru tal-arloġġ EV / EV meter number

Qari tal-arloġġ tal-EV / EV meter reading : Peak T3 Reading

Qari tal-arloġġ tal-EV / EV meter reading : Off Peak T1 Reading

Għadhom jiġu preżentati ritratti ċari tal-meters li juru n-numru tal-meter u l-qari preżenti.

To submit clear photos of the meters showing the meter number and consumption.

Sezzjoni H - Firem Section H - Signatures

Ahna, hawn taht iffirmajna li d-data u l-qari tal-arloġġ (f'Sezzjoni Ġ) huma korretti, u li s-sigilli tal-arloġġi tal-ilma u/jew id-dawl huma intatti. Ahna niddikjaraw li qrajna u naqblu mal-kundizzjonijiet f'Sezzjoni Ċ u mal-kontenut relatat mal-privatezza li jinstab fil-paġni li jmiss ta' din l-applikazzjoni. We, signed hereunder confirm that the date and the meter readings (in Section G) are correct and that the seals pertaining to the water and/or electricity meters are intact. We declare to have read and agree to conditions in Section C and with the content related to privacy found in the following pages of this application.

Isem u firma tal-persuna li qed tapplika għat-tneħħija tal-kont minn fuq ismha (Sid attwali tal-kont)

Name and signature of person applying for removal of the account from his/her name (Current account holder)

Isem u firma tal-persuna li qed tapplika biex tiegħu responsabbiltà tal-kont (Sid il-ġdid tal-kont)

Name and signature of person applying to assume responsibility of account (Incoming account holder)

Firma tas-sid kurrenti tal-kont (kif speċifikat fit-taqsima D) tawtorizza lil ARMS Ltd jiżvelaw kont/ijiet pendenti li jista' jkun hemm fuq ismu/isimha, relatat/i biss mal-kont u l-indirizz speċifikati f'seżżjoni A, lis-sid il-ġdid tal-kont (kif speċifikat fit-taqsima E).

Signature of current account holder (as specified in Section D) authorises ARMS to divulge all pending bills that might be on his/her name, related only to the account and address specified in section A, to the incoming account holder (as specified in section E).

GHALL-UŻU TAL-UFFIĊĠJU

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Isem u firma tal-Meter Reader

Name and signature of Meter Reader

Avviż dwar il-Privatezza

Id-data personali tieghek tiġi pproċessata għall-iskopijiet li nipprovdul servizzi tal-elettriku u/jew ilma. Għaldaqstant, skont is-servizz/i ikkonċernat/i mit-talba tieghek 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 tieghek tikkonċerna kemm servizzi tal-elettriku kif ukoll tal-ilma; jew
- Enemalta plc jekk it-talba tieghek tikkonċerna biss servizzi tal-elettriku; jew
- Korporazzjoni għas-Servizzi tal-Ilma jekk it-talba tieghek tikkonċerna biss servizzi tal-ilma

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

Kif, xiex u għaliex niġbru d-data tieghek?

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 għarna d-data personali tieghek, Ahna se nipproċessaw biss din id-data għall-iskopijiet li nipprovdul servizzi tal-elettriku u/jew ilma u skopijiet oħra anċillari ma' tali servizzi. Tipikament Ahna nipproċessaw id-data personali tieghek skont il-bażijiet legali li ġejjin:

- Id-dhul 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 tieghek.

Ahna nistghu niżvelaw id-data personali tieghek lil individwi magħżula fi hdan il-kumpaniji Tagħna, fuq bażi ta' hteġa ta' għarfien. Id-data personali tieghek tista' wkoll tiġi żvelata lil terzi hekk kif spjegat f'izjed dettall fl-Avviż ta' Privatezza Tagħna disponibbli fuq il-links indikati iżjed 'l isfel. Ahna nżommu d-data personali tieghek esklużivament għall-perjodu li matulu nistghu nagħmlu dan, liema perjodu normalment huwa ta' 10 snin mid-data minn meta ma tibqax klijent Tagħna. Għandek ċerti drittijiet fir-rigward tad-data personali tieghek 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 tieghek u dritt li tkun infurmat dwar is-sors.

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

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

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

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

ARMS Ltd Numru ta' kuntatt: 80072222 Email: customercare@arms.com.mt Indirizz: Uffiċċji ARMS Ltd, Hal Qormi, Luqa, LQA 9043.	Uffiċjal tal-Protezzjoni tad-Data ta' ARMS Ltd Numru ta' kuntatt: 22452725 Email: dpo.arms@arms.com.mt Indirizz: Uffiċċji ARMS Ltd, Hal Qormi, Luqa, LQA 9043
Enemalta plc Numru ta' kuntatt: 80072224 Email: customercare.em@enemalta.com.mt Indirizz: Bini Amministrattivi, il-Moll tal-Knisja, Marsa, MRS 1000.	Uffiċjal tal-Protezzjoni tad-Data ta' Enemalta plc Numru ta' kuntatt: 22980583 Email: dpo.em@enemalta.com.mt Indirizz: Bini Amministrattivi, il-Moll tal-Knisja, Marsa, MRS 1000.
Korporazzjoni għas-Servizzi tal-Ilma Numru ta' kuntatt: 80076400 Email: customercare@wsc.com.mt Indirizz: Korporazzjoni Għas-Servizzi tal-Ilma, Hal Qormi, Luqa, LQA 9043.	Uffiċjal tal-Protezzjoni tad-Data tal-Korporazzjoni għas-Servizzi tal-Ilma Numru ta' kuntatt: 22443240 Email: dpo@wsc.com.mt Indirizz: Korporazzjoni Għas-Servizzi tal-Ilma, Hal Qormi, Luqa, LQA 9043.

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

Dikjarazzjoni tal-Applikant

Jien, sid il-kont, lest li nħallas il-flus dovut għas-servizz/i u pagamenti oħra dovuti. Niddikjara li l-informazzjoni mogħtija hija korretta u l-indirizz f'sezzjoni A hija r-residenza primarja ta' dawk il-persuni msemmijin f'sezzjoni E(ii) ta' din il-Formola, u li lest li noqgħod għall-kundizzjonijiet kollha tar-Regolamenti fuq il-Provvista tal-Elettriku (L.S. 545.01), ir-Regolamenti dwar l-Installazzjonijiet Elettriċi (L.S. 545.24), ir-Regolamenti dwar il-Provvista tal-Ilma (L.S. 545.03) u l-liġijiet, regoli u proċeduri 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 suġġetta għat-termini tal-liġijiet ta' Malta, u bħala riżultat, fost affarijiet oħra, jista' jkun hemm sospensjoni tas-servizz u/jew l-entitajiet jistghu jeżerċitaw kull azzjoni legali jew ġudizzjarja sabiex jiproteġu l-interessi tagħhom fil-liġi. ARMS Ltd, Enemalta plc u l-Korporazzjoni għas-Servizzi tal-Ilma jirriservaw id-dritt illi jikkancellaw u jirrevokaw l-għotja 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 ġorror magħha u naqbel bis-shih u bla riserva mal-kontenut tagħha. Nikkonferma wkoll li qrajt u fhimt l-Avviż dwar il-Privatezza applikabbli.



Registrazzjoni ta' Bidla tal-Konsumatur Registration of Change in Consumer



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

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

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

Applicant's Declaration

I, the account holder, agree to pay the service/s fee and further additional payments due. I declare that the information provided is correct and the address in section A is the primary residence of the persons mentioned in section E(ii) of this application, and abide to all the Electricity Supply Regulations (S.L. 545.01), the Electrical Installations Regulations (S.L. 545.24), the Water Supply Regulations (S.L. 545.03) and other applicable laws, regulations and procedures. I confirm that I have read and accept, without reserves, to the conditions found on this application. I am responsible for the accuracy and 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 the entities can exercise any legal or judicial action as may be necessary to protect their interests at law. 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 without reservation with its contents. I also confirm to have read and understood the applicable Privacy Notice.

Registrazzjoni ta' Bidla tal-Konsumatur Registration of Change in Consumer

TERMINI U KUNDIZZJONIJIET TA' AWTORIZZAZZJONI GHAL HLAS DIRETT

- Jien/aħna nawtorizzaww tħallas b'mod dirett mill-kont tiegħi/tagħna skont kif jidher hawn fuq u tgħaddi l-flus lil ARMS Ltd, wara talba għal hlas minn din tal-aħħar.
- Jien/aħna naqblu li l-ammont li se jitnaqqsilna u d-data ta' dan id-debitu jvarjaw, iżda ARMS Ltd għandha tinnotifikani/a bil-quddiem fuq l-ammont tal-flus li se nħallsu b'mod dirett u d-data tal-hlas. Jien/aħna naqblu li l-bank m'għandux ikun marbut li jivverifika jekk dan l-avviż bil-quddiem intbagħatx.
- Jien/aħna naqblu li l-bank għandu dmir li jew jirrifjuta milli jhallas jew jirtira pagament jekk il-kont fil-Bank tiegħi/tagħna ma jkollux flus biżżejjed biex iħallas il-pagament. Naqbel/naqblu li kull tariffa mħallsa mill-bank minħabba nuqqas ta' flus fil-kont, titnaqqas mill-kont tiegħi/tagħna.
- Jien/aħna nifhmu li f'każ li tranżazzjoni awtorizzata tiġi rifjutata mill-bank minħabba li ma jkollokx biżżejjed flus fil-kont bankarju, trid tħallas €35.
- Meta tiffirma l-formula tal-mandat qed tawtorizza lil ARMS Ltd biex tibgħat istruzzjonijiet lill-bank tiegħek biex jiddebitalek il-kont bankarju skont l-istruzzjonijiet mogħtija minn ARMS Ltd.
- Bħala parti mid-drittijiet tiegħek, int intitolat għal rifużjoni lura mill-bank tiegħek skont it-termini u kundizzjonijiet tal-ftehim tiegħek mal-bank. Talba għal flus lura trid issir fi żmien 8 ġimgħat li jibdew mid-data ta' meta l-kont tiegħek ġie debitat.
- Naqbel/naqblu li l-bank/ARMS Ltd jista' itemm it-talba għal hlas dirett skont id-diskrezzjoni tiegħu billi javża lili/lilna u lil-bank/ARMS Ltd bil-miktub.
- Jien/aħna għandna ninfurmaw lill-bank u lil ARMS Ltd bil-kitba kemm-il darba jien/aħna nixtiequ nitterminaw it-talba tagħna għal hlas dirett.
- Skontijiet, fejn applikabbli, jistgħu jinbidlu mingħajr l-ebda avviż u japplikaw mill-kont li jmiss. Skontijiet fuq kont imħallas bi hlas dirett jiġu kkreditati fuq il-kont li jmiss.
- Ir-roħs applikabbli għal hlasijiet diretti ma japplikax f'każijiet fejn l-ammont totali dovut fuq il-kont ikun bi kreditu.
- L-arretrati kollha jridu jiħallsu qabel issir l-applikazzjoni għal dan is-servizz.
- Naqbel/naqblu li ma nagħmlux ħsara lill-bank jekk iseħħ xi żball li ma jkunx tort tiegħu jew li l-bank ma jkollux kontroll fuqu.
- Dan id-dokument jista' jinżamm minn ARMS Ltd u t-talba ta' ARMS Ltd biex isir hlas dirett mill-kont tiegħi/tagħna jsir ladarba l-bank ikun jaf li ARMS Ltd għandu din l-awtorità.



Registrazzjoni ta' Bidla tal-Konsumatur Registration of Change in Consumer



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DIRECT DEBIT TERMS & CONDITIONS

- I/we authorise you to effect a direct debit to my/our account detailed in mandate and to credit ARMS Ltd following a request to this effect by the latter.
- I/we understand that the amount to be debited and the date of such debit varies. ARMS Ltd shall notify me/us in advance of the amount and date of the debit through the issue of an ARMS Ltd invoice or installment plan notice. I/we also understand that the bank shall not be bound to verify whether such advice notice has been given.
- I/we understand that the bank is at liberty to either refuse to effect payment or to reverse a payment if my/our bank account does not have sufficient funds to meet the direct debit amount. I/we also understand that any charges levied by the bank due to insufficient funds shall be debited to my/our account.
- I/we understand that a fee of €35 is chargeable if collection of an authorised transaction is rejected by the bank due to insufficient funds.
- By signing the mandate from you authorise ARMS Ltd to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from ARMS Ltd.
- As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited.
- I/we understand that the bank/ARMS Ltd may terminate these Direct Debit instructions as its sole discretion by advising me/us and the bank/ARMS Ltd in writing.
- I/we shall inform the bank and or ARMS Ltd in writing if I/we wish to cancel a mandate.
- Discounts, where applicable, are subject to change without notice and will apply from your next bill. Discounts for a bill paid by direct debit are credited to the subsequent bill.
- Discounts applicable to Direct Debit collections shall not apply where the total amount due on the bill is in credit.
- All arrears need to be paid before applying for this service as otherwise the total amount due will be debited.
- I/we fully undertake to keep the bank harmless and fully indemnified against any liability, loss or damage the bank may incur for any reason which is beyond the bank's control in consequence of making this facility available.
- The original mandate is retained by ARMS Ltd and ARMS Ltd's request to debit my/our account may be confirmed by the bank that ARMS Ltd possesses this authority.