

Re: Failed communications



From [Complaints NPC](#) on 2026-04-29 13:47

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To geoff.stow@redberry.com, helo@menarco.com.ph

Date 2026-04-29 13:47

All headers...

 Details  Plain text

Greetings from the National Privacy Commission!

Thank you for your e-mail.

If you feel that your personal information has been misused, maliciously disclosed, or improperly disposed, or that any of your data privacy rights have been violated, you are advised to avail yourself of your right to file a formal complaint with NPC.

But before you formally file a complaint with the NPC, please ensure to exhaust remedies first by **writing** the other party about your complaint and allow it/them to address your complaint. If they fail to take timely action or to respond within 15 calendar days, then you may formally file your complaint with the NPC.

1. How to file a **Formal Complaint**?

Please click and follow this link: [Filing formal complaints](#)

For compliance, kindly have your complaint form notarized before submitting to this Commission.

File a filled-out and notarized complaint assisted form or a verified complaint together with copies of any evidence and witnesses' affidavit through the following:

1. Personally;
2. By registered mail;
3. By courier; or
4. By electronic mail via complaints@privacy.gov.ph

1. For application of **Temporary Ban**, kindly accomplish a separate application form as provided in this link [Application of Temporary Ban](#)

1. To know more about the **Complaints Process**.

Please click and follow this link: [2021 Rules of Procedures](#)

1. To know more about your **Data Privacy Rights**.

Please click and follow this link: [Know Your Rights](#)

1. For **Advisory Opinions**.

Please click and follow this link: [Advisory Opinions](#)

You may also send an e-mail to: policy@privacy.gov.ph

1. For more information, you may visit our website at www.privacy.gov.ph or you may send an e-mail to info@privacy.gov.ph

1. Effective 08 June 2023, the Commission is requiring the payment of fees for filing of complaints.

For Service Request and Assessment Form (SRAF), kindly click here: [Service Request Assessment Form](#) For schedule of fees, kindly click the NPC Circular No. 2023-01 dated 17 May 2023 here: [SCHEDULE OF FEES AND CHARGES OF THE NATIONAL PRIVACY COMMISSION](#)

Please note that the complaint will proceed only after payment of fees.

For clarification, you may reach us at the following contact numbers of the CID.

- **0905-506-1478 Globe**
- **0970-818-0555 Smart**
- **02-5322-1322 loc 114**