

個資權利申請與申訴流程

Personal Data Rights and Complaints

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修訂紀錄 / Revision history

新增公開政策，首次正式生效。

New public policy, first effective release.

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繁體中文

本流程適用於麥斯管理顧問有限公司持有的網站、洽詢及相關服務個資；不限制任何法定權利。

一、提出申請

請寄至 maxwell@maxwellvs.com，主旨可註明「個資權利申請」或「申訴」。提供可回覆信箱、與本公司的互動時間或洽詢編號（如有）、希望處理的資料及請求事項即可；不必先附身分證、護照、密碼或驗證碼。也可寄送書面至臺北市大同區太原路50號2樓，麥斯管理顧問有限公司個資窗口收。

二、可行使的權利

可請求查詢或閱覽、製給複製本、補充或更正、停止蒐集 / 處理 / 利用或刪除。行銷同意可獨立撤回；表示拒絕行銷時即停止將相關個資用於行銷。必要服務通知與依法保存證據不因此一律停止，但不得挪為行銷。

三、必要且相稱的核實

為避免把資料交給錯誤對象，本公司優先使用原聯絡信箱回覆、既有互動資料或必要授權證明核實。代理人應提出適當委任證明；僅在必要範圍補件，可遮蔽無關資料。不得以例行要求完整證件影本替代個案判斷。資料不足時會說明需補充事項及理由，不以補件作為無限期延後法定處理的理由。

四、處理期間與回覆

依個資法第13條：查詢、閱覽或複製本申請，應於15日內作成准駁決定；必要時延長最多15日，並以書面通知原因。更正、停止處理 / 利用或刪除等依第11條提出的申請，應於30日內作成准駁決定；必要時延長最多30日，並以書面通知原因。其他請求依適用法律辦理。上述為准駁決定期間，不代表所有備份同步刪除的保證。

回覆會說明准駁、已採取或將採取的措施、必要限制及後續聯絡方式。查詢、閱覽或複本若需酌收法定必要成本，應事先說明計算依據；不以付費限制其他依法行使的權利。

五、刪除與保存例外

洽詢資料以未成交 / 結案後兩年為上限並人工檢視處理；必要簽署及稽核證據原則五年。依法保存、具體爭議或法律保全的必要部分，可能限制立即刪除，本公司須說明依據、範圍與必要期間，不可僅以「系統需要」概括拒絕。資料庫、公司郵件及備份依隱私政策分別處理，刪除請求不當然終止另行簽訂的合約。

六、申訴與外部救濟

若不同意處理結果，可回信註明原案件、爭議事項及希望的處理方式，要求重新檢視。一般消費申訴如適用消保法，依第43條自申訴日起15日內妥適處理。內部申訴不是向主管機關、消費者保護單位或法院尋求救濟的前置要件，也不停止法定時效。涉及 Facebook 平台處置或他人貼文，可同時使用平台檢舉與申訴管道。

English

This procedure covers personal data held by Maxwell Venture Service LLC for its website, enquiries and related services. It does not limit statutory rights.

1. Submit a request

Email maxwell@maxwellvs.com with Personal data request or Complaint in the subject. Provide a reply address, approximate interaction date or enquiry reference if available, the data concerned and requested action. Do not initially attach identity documents, passwords or verification codes. Written requests may also be sent to the privacy contact, Maxwell Venture Service LLC, 2F., No. 50, Taiyuan Rd., Datong Dist., Taipei City, Taiwan.

2. Available rights

You may request access or inspection, copies, correction or completion, cessation of collection/processing/use, or deletion. Marketing consent can be withdrawn separately; we stop using the relevant data for marketing upon objection. Necessary service notices and lawful evidence retention are not automatically discontinued and must not be repurposed for marketing.

3. Proportionate verification

To avoid disclosure to the wrong person, we prioritize the original contact mailbox, existing interaction information or necessary authorization evidence. Representatives need appropriate authority; additional evidence must be necessary and unrelated data may be redacted. We do not routinely demand full identity-document copies instead of assessing the case. We explain missing information and reasons and do not use requests for more information to indefinitely postpone statutory handling.

4. Decision periods and response

Under PDPA Article 13, access, inspection or copy requests receive a decision within 15 days; a necessary extension is limited to 15 additional days with written reasons. Requests under Article 11, including correction, cessation or deletion, receive a decision within 30 days; a necessary extension is limited to 30 additional days with written reasons. Other requests follow applicable law. These are decision periods, not a guarantee of simultaneous deletion from all backups.

Responses explain the decision, actions taken or planned, necessary limitations and follow-up contact. Any lawful necessary cost for access, inspection or copies will be explained in advance; fees must not restrict other statutory rights.

5. Deletion and retention exceptions

Enquiry retention is capped at two years after decline/closure with manual review; necessary assent and audit evidence normally follows five years. Statutory retention, a specific dispute or legal hold may limit immediate deletion of necessary data. We explain basis, scope and duration, rather than a blanket system-needs refusal. Databases, company email and backups are handled under the privacy policy; deletion does not automatically terminate a separate contract.

6. Complaints and external remedies

If you disagree with the outcome, reply with the original case, disputed issue and requested handling for review. Consumer complaints falling under the Consumer Protection Act are handled appropriately within 15 days under Article 43. Internal review is not a prerequisite to seeking help from competent authorities, consumer protection bodies or courts and does not suspend limitation periods. Facebook platform actions or third-party posts may also be reported or appealed through platform channels.