

UAB NORDSTREET
PRIVACY POLICY FOR PERSONS SUBMITTING INQUIRIES, REQUESTS AND COMPLAINTS

Last updated on: 25 May 2020

UAB Nordstreet takes care of the protection of your information. We comply with the European Union's General Data Protection Regulation (GDPR) and other laws protecting your information that we collect, use and store in our Company.

1. How should I read this Privacy Policy?

This Privacy Policy will answer key questions about how we collect, use and store information about you. Should you have any questions or any part of this notice be unclear, we are ready to help you as described in Article 13 of this Privacy Policy. Please note that any form of word “we” in this Privacy Policy refers to our Company as defined in Article 2 of the Privacy Policy.

2. Who is responsible for protecting my information?

We are: UAB Nordstreet;
Our company code: 304565690;
Our address: Konstitucijos ave. 26, Vilnius;
Email: info@nordstreet.com;
Tel. No: +370 667 37669.

3. Why do you collect information about me?

We process incoming inquiries, requests and complaints and draw up responses to them. For this reason, we must collect, use and store information about you.

4. What information do you collect, use and store about me?

When you submit an inquiry, a request or a complaint to us, we collect the following data:

- contact details from which you submitted the inquiry, request or complaint;
- subject of the inquiry, request or complaint;
- date of the inquiry, request or complaint;
- content of the inquiry, request or complaint;
- files attached to the inquiry, request or complaint;
- Your name and surname;
- answer to your inquiry;
- other information that you yourself provided.

5. What information should I give you and why?

When submitting an inquiry using the contact emails specified on our website or by post, you must provide us with your name, surname, email or other contacts, subject and content of the inquiry, as well as information relevant to the inquiry. Upon request, you may be asked to provide additional information about yourself so that we can respond to your inquiry in a proper manner.

6. What is the legal basis for collecting information about me?

We collect and store information about you lawfully, since:

- when you submit to us an inquiry, request or complaint regarding a contract concluded between us or for its purpose, these data are collected for the purposes of performing or concluding contracts (Article 6 (1 (b)) of the GDPR);
- we have a legal obligation to store inquiries, requests and complaints (Article 6 (1 (c)) of the GDPR).

7. Do you collect any sensitive information about me?

Sensitive information about you is not collected; please do not provide such information to us. If you provide such information to us, we will consider that you have given your consent to the processing of such personal data of yours (Article 9 (2 (a)) of the GDPR).

8. Do you perform automatic decision-making or profiling based on the information about me?

Automatic decision-making is not performed; you are not profiled.

9. Do you share my information with other entities?

Information about you may be transferred to:

- legal services companies, law firms, to the extent necessary to protect our legitimate interests;
- our service providers, such as companies providing archiving, communication, data warehousing, information management systems and similar services, that are subject to confidentiality and security obligations under personal data protection legislation;
- private entities and / or state or municipal authorities conducting audits or inspections, which assume data protection obligations with respect to the non-disclosure of data.

10. Do you share my information with entities outside the European Economic Area (the European Economic Area comprises all EU Member States plus Norway, Iceland and Liechtenstein)?

We do not share your data with entities outside the European Economic Area.

11. How long do you store information about me?

Your information will be stored:

- if you have not concluded an agreement with us or have sought to conclude an agreement with us but it has not been concluded - in accordance with the Index of General Documents Retention Terms approved by the Chief Archivist of the Republic of Lithuania;
- if your request relates to a contract we have entered into, we will protect your information for 10 years after the end of the contract.

12. What actions can I take with respect to my information in your company?

If you wish to take the actions below, please contact us as described in Article 13. Please note that these rights may be subject to statutory exceptions and limitations.

- **To submit a request for access to available information about you, provided that we process your personal data by which we can identify you;**
- **To submit a request to correct or add to the available information about you;**
- **To submit a request to delete information about you, when:**
 - **We process your data on the basis of consent;**
 - **We process your data unlawfully;**
 - **Your data is processed on the basis of our legitimate interest and you dispute our legitimate interest;**
 - **Your data is no longer needed to achieve the purposes for which it was collected;**
 - **we have a legal obligation to delete information about you;**
- **To submit a request to restrict the processing of the available information about you, when you dispute the accuracy of the data or object to the data processing, disagree to the deletion of your unlawfully processed data, or need the data to make, enforce or defend legal claims;**
- **To dispute the collection, use and storage of your information in our company, when we process your data with the legitimate interest as the basis for data processing;**

- **To submit a request to export your data, provided that you have provided us with the data in a structured and commonly used format and have given your consent to the processing of such data or we have to process this data in order to fulfil the contract with you;**
- **To withdraw the consent given to us at any time;**
- **To submit a complaint to the State Data Protection Inspectorate (more information may be found at vdai.lrv.lt).**

13. How can you help me?

Should you have any questions, comments or complaints about how we collect, use and store data about you, we are ready to help you. Should you need any help, please contact us by email info@nordstreet.com.