

PRIVACY POLICY

Privacy Policy and processing of personal data

Types of processed personal data:

name, phone number, and e-mail address;

delivery address;

cost of goods and services, and payment-related data (purchase history).

Purposes of the processing of personal data

Submitted personal data are used for managing the customer's orders and delivering the goods.

Purchase history data (date of the purchase, goods, quantity, customer's details) are used for preparing an overview of the purchased goods and services.

Contact details such as the customer's e-mail address, phone number and name are processed for resolving any issues related to the provision of the goods and services.

Legal basis

Submitted personal data are processed for the performance of the contract concluded with the customer.

Submitted personal data are processed for compliance with legal obligations (for example, accounting and settlement of consumer disputes).

Recipients of transmitted personal data

Submitted personal data are forwarded to the sales department of Nakotne SIA for managing purchases and purchase histories as well as resolving any customer issues.

The customer's name, phone number and address are forwarded to a transport service provider for delivery.

Security and access to data

Submitted personal data are stored on servers which are located within the territory of the member states of the European Union or countries that have joined the European Economic Area. The data may be transmitted to countries wherein the level of data protection has been deemed sufficient by the European Commission as well as to U.S. companies which have joined the Privacy Shield framework.

Access to personal data is granted to the sales department employees of Nakotne SIA who can examine the personal data to resolve technical issues related to the goods and provide customer support.

Nakotne SIA shall implement appropriate physical, organizational and information technology security measures to protect the personal data against accidental or unlawful destruction, loss and alteration as well as unauthorized access and disclosure.

Personal data are transmitted to the processors (for example, transport and data hosting service providers) under agreements concluded with the authorized processors. Authorized processors are required to ensure that appropriate security measures are taken when processing the personal data.

Accessing and amendment of personal data

Personal data shall be available for accessing and amendment via the sales department.

Withdrawal of consent

In cases where the processing of personal data is carried out on the basis of the separate consent of the customer, the customer has the right to withdraw their consent by notifying Nakotne SIA via e-mail.

Retention

Upon closure of a customer account, any personal data shall be deleted, unless the retention of the data is required for accounting purposes or for the resolution of consumer disputes.

If a purchase was completed without a customer account, purchase history shall be retained pursuant to the legislation of the Republic of Latvia.

In the event of disputes relating to payments or consumer disputes, related personal data shall be retained until the settlement of the claim or the end of the validity period.

Personal data which are necessary for accounting shall be retained for 7 years.

Deletion

If you wish to have your personal data deleted, please contact our sales department by e-mail.

Requests for deletion shall be answered no later than within one month and shall include a specification of the data deletion period

Transfer

Requests submitted by e-mail for the transfer of personal data shall be answered no later than within one month. In such cases, customer support shall verify the requester's identity and notify the requester about the personal data to be transferred.

Direct marketing messages

The customer's e-mail address and phone number may be used for sending direct marketing messages, if the customer has given their consent. If the customer does not wish to receive direct marketing messages, they may opt out by using the link in the footer of such e-mails or by contacting our sales department.

In the case of the processing of personal data for direct marketing purposes (profiling), the customer has the right to object to the prior as well as the further processing of their personal data, including for profiling related to direct marketing, at any time by notifying our sales department by e-mail.

Settlement of disputes

Disputes relating to the processing of personal data may be resolved via our sales department. The supervisory authority is the Latvian Data Protection Inspectorate :

17 Elijas Street, LV-1050, RIGA

Email: info@dvi.gov.lv

Website: <http://www.dvi.gov.lv>