

This document describes the process how LLC “OptiCom”, further as – Service provider, processes personal data – privacy policy, further as Policy.

If Customer has used, is using or has expressed willingness to use services provided by Service provider, or is connected to the services provided by Service provider in any other way, this policy is applicable, including cases when relations with Customer have been established before this Policy was in effect.

1. Definitions

Processing – any action or batches of actions performed on personal data or batches of personal data, using automated or non-automated means, for example, collection, registration, organization, structuration, storage, adaption or modification, recovery, search, usage, disclosure by sending, distributing or making them available in any other way, combination, limitation, deletion or destruction;

Controller – LLC “OptiCom”, unified registration Nr. 40003231409, Rūpniecības street 5, Riga, LV-1010. Factual address of service provision can vary depending on the service provided and contractual agreement.

Customer – any legal person, which has used, is using or has expressed willingness to use any services provided by the Service provider, or is connected to them in any other way.

Personal data - any information which relates to an identified or identifiable natural person (“data subject”); identifiable natural person is a person which can be directly or indirectly identified, in particular referencing an identifier, for example, name, surname, ID number, location data, online identifier of such person, or one or more physical, physiological, genetic, mental, economic, cultural or social identity factors of the same person.

2. Applicable legislation

- a. Regulation by European Parliament and Council of the European Union on the protection of natural persons with regard to the processing of personal data and on the free movement of such data Nr. 2016/679.
- b. Information company service law.
- c. Information technology security law.
- d. Commercial law and others.

3. General terms

- a. Information given in this Policy describes personal data processing that is performed by the Service provider. More detailed information about personal data processing is provided to Customers, appending it to contracts and other documents which are related to services, additionally available on Service providers website <http://www.opticom.lv/en/about-us/privacy>.
- b. Service provider ensures confidentiality of personal data in the scope of applicable legislation and has applied technical and organizational measures to protect personal data from unsanctioned access, unlawful processing or disclosure, accidental loss, change or destruction.
- c. Service provider can use personal data processors for processing of personal data. In the case of usage Service provider performs required measures to ensure that contracted personal data processors process personal data as directed by the Service provider and according to applicable legislation, and requests relevant security measures to be in place.

- d. Service provider processes data aggregated from provision of services to provide Customer with better and more suitable solutions and services and also to provide, support, protect and improve existing services and solutions.

4. Customer personal data categories and examples

Nr.	Data category	Examples
1.	Customer contact person identification data	Name, surname of contact person
2.	Customer contact person contact information data	E-mail address, phone number stated in business communication, position, name of organization and business unit of contact person

5. Legal basis for data processing

- a. Fulfillment of contractual obligations – for Service provider to be able to sign and fulfill a contract with Customer by providing quality services, processing of Customers contact person personal data is required, that is gathered before signing of the contract with Service provider or during a contract in effect.
- b. Legitimate interests – facilitation of business, fulfillment of contractual obligations, popularization of company image and services.
- c. Fulfillment of legal obligations – Service provider has a right to process personal data to fulfill requirements of legislation and to fulfill requests of the state.
- d. Protection of vital interests – Service provider has a right to process personal data, to protect vital interests of the Customer or other natural person, for example, if processing is required for humanitarian purposes, natural or man-made disaster, in particular, for monitoring of epidemics and their spread or emergency humanitarian situations (acts of terror, cybercrime, technogenic catastrophe situations and similar).
- e. Exercise of official authority vested in the Service provider or carrying out tasks in the public interest – Service provider has the right to process personal data, to fulfill a task, which it carries out in the public interest or exercising official authority vested in the Service provider. In these cases, legal basis for personal data processing is included in legislation.

6. Purposes for data processing

Facilitation of business, fulfillment of contractual obligations, popularization of company image and services.

7. Customers rights as a data subject

Customer (data subject) has rights in relation to the processing of his or her data, which are classified as personal data according to the applicable legislation. Rights are following:

- a. Request correction of his/her personal data if they are inadequate, incomplete or incorrect.
- b. Object to processing of his/her personal data, if processing is based on legitimate interests.

- c. Request to delete his/her personal data, for example, if data is being processed on the basis of consent and Customer has withdrawn his/her consent. This right is not applicable if personal data, which is being requested for erasure, is processed based on other legal basis, for example, contractual obligations or requirements of applicable legislation.
- d. Restrict processing of his/her personal data, according to the applicable legislation, for example, during evaluation process when Service provider evaluates whether Customer has rights to his/her personal data erasure.
- e. Receive information whether Service provider processes Customers personal data, and, if true, access them as well.
- f. Receive his/her personal data which the Customer has provided to Service provider and which are processed on basis of consent and contractual obligations, in writing or in any of frequently used electronic formats and, if possible, transfer this data to other service providers (data portability).
- g. Withdraw his consent for personal data processing.
- h. Submit a complaint regarding the usage of personal data to Data State Inspectorate (www.dvi.gov.lv), if Customer believes, that his/her personal data processing is violating his/her rights and interests according to applicable legislation.

8. Commercial communication

Service provider is engaged in direct marketing, distributing commercial communication messages to Customer, with intention of informing the Customer about new, cutting-edge and/or specifically tailored for Customer products, services as well as special contractual conditions (for example, discounts). Customer has rights to refuse to receive commercial communication messages at any time and free of charge, by informing the Service provider.

9. Cookies

Service providers' web resources use cookies. Cookie is a small text file, which is sent to a computer or mobile device during a web session and later saved. In case of further web site visits, these cookies are sent back to the originating website, or website, which recognizes the cookies. User receives a cookie usage notification when visiting Service providers' web sites.

It is possible to control cookies – delete and/or block by changing web browser settings. It is possible to completely block saving of any cookies, but it can lead to issues with web site display, web site can start malfunctioning or some of its functions can cease working, also, any web site settings will be reset upon each visit.

Cookies, which are being used:

- a. www.opticom.lv
 - i. Language preference;
 - ii. Google Analytics;
 - iii. Cookie consent.
- b. help.opticom.lv
 - i. Language preferences;
 - ii. Connection session preferences;
 - iii. Login state preference;

- iv. Security token;
 - v. Guest token;
 - vi. Detailed information on these cookies available: https://support.deskpro.com/en_GB/kb/articles/what-are-the-cookies-that-deskpro-uses.
- c. www.lds.lv
- i. Google Analytics;
 - ii. Cookie consent.

10. Storage duration

Personal data will be processed only so long, as it is required for fulfillment of the processing purpose. Storage duration can be based on contractual obligations with Customer, Service providers' legitimate interests or applicable legislation (for example, laws on accounting, prevention of legalization of criminally obtained funds, civil rights and similar).

11. Means of personal data acquisition

Communication with existing and potential Customers, facilitation of business, advertising, service offers, seminars, training and education, e-mail conversations, contracts.

12. Data protection

Service provider ensures, constantly reviews and improves protection measures, to protect Customers personal data from unsanctioned access, accidental loss, disclosure or destruction. To make this possible, Service provider uses modern technologies, technical and organizational requirements, including usage of firewalls, intrusion detection and analysis systems and data encryption.

13. Territory of processing

- a. Usually personal data is processed in European Union/European Economic Area (EU/EEA), but in some cases, it can be transferred and processed in countries outside EU/EEA.
- b. Transfer and processing of personal data outside EU/EEA can happen only if there is a legal basis, e.g. to fulfill a legal obligation, sign or fulfill a contract or based on Customers consent, and there are appropriate security measures in place. Appropriate security measures are, for example:
 - i. An agreement is in place, including EU standard contract clauses;
 - ii. Country outside EU/EEA, where the recipient is located, has been deemed sufficient in terms of data protection by resolution of European Commission;
 - iii. Recipient is certified according to the Privacy Shield (only relevant to recipients in United States of America).
- c. Customer can receive detailed information regarding data transfer outside EU/EEA upon request.

14. Contact information

- a. Customer can contact Service provider regarding questions, consent withdrawal, requests, fulfillment of data subjects' rights and complaints about usage of personal data.

- b. Contact information of Service provider is available on website: www.opticom.lv, contacts section.
- c. Service provider appointed Data protection officer contact information: rihards.zeimanis@opticom.lv or Rūpniecības street 5, Riga, LV-1010 with note "Data protection officer".