

## **PUBLIC LIMITED LIABILITY COMPANY VIA LIETUVA**

### **PRIVACY NOTICE**

This privacy notice shall apply to individuals who participate in customer experience and satisfaction surveys conducted by Via Lietuva AB.

The surveys shall be conducted to assess the quality of the services and provided customer services, to measure customer satisfaction and loyalty indicators, and to carry out modular surveys designed to evaluate the specific stages of service provision or interaction channels and to improve the services.

#### **Who is the controller of your personal data?**

Via Lietuva AB (hereinafter referred to as the "Company")

Kauno g. 22-202, LT-03212 Vilnius

Company code: 188710638

Tel. +370 5 232 9600

E-mail [info@vialietuva.lt](mailto:info@vialietuva.lt)

[www.vialietuva.lt](http://www.vialietuva.lt)

Data Protection Officer:

[dap@vialietuva.lt](mailto:dap@vialietuva.lt)

#### **For what purposes and on what legal basis will your personal data be processed?**

Your personal data (email address and telephone number) shall be processed for the purpose of conducting surveys carried out by the Company.

Personal data shall be processed in accordance with Article 6(1)(c) of the GDPR (processing is necessary for compliance with a legal obligation to which the controller is subject) and/or Article 6(1)(e) (processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

#### **What personal data is processed?**

Your email address and telephone number, which you have provided on the Electronic Services Portal (ESP).

#### **To whom will your personal data be disclosed?**

Your personal data (e-mail address and telephone number) shall be provided to external data processors engaged by the Company, i.e. research companies which conduct surveys and interviews on behalf of the Company in accordance with established procedure. Once the surveys have been completed, the afore-mentioned companies shall destroy the processed data.

Please note that we sign Personal Data Processing Agreements with processors, under which the processor shall undertake to ensure an appropriate level of personal data security and the protection of your rights as a data subject.

## **How long will your personal data be stored?**

The Company shall process your personal data for 5 years from the date of your request for the service.

## **What rights do you have and how can you exercise them?**

You as a data subject shall have the following rights:

1. The right of information about the processing of your data;
2. The right to access your data processed by the Company;
3. The right to rectification of your data processed by the Company;
4. The right to erasure of your data processed by the Company (“the right to be forgotten”);
5. The right to restrict the processing of your data;
6. The right to lodge a complaint with the State Data Protection Inspectorate (legal entity registration number 188607912, address: L. Sapiegos g. 17, Vilnius, Lithuania, <https://www.ada.lt/>) if you believe that your personal data is being processed in a manner that infringes your rights and legitimate interests under applicable legislation.

## **Provision of information**

Please note that you may submit your queries by e-mail [dap@vialietuva.lt](mailto:dap@vialietuva.lt)

Information on how the Company implements the rights of data subjects is available [here](#)