

www.esc.lt use and privacy rules

The following www.esc.lt use and privacy rules (hereinafter – the Rules) regulate the main terms of use of www.esc.lt (hereinafter – the Website) and the principals of personal data processing, which are followed by Energijos Sprendimų Centras, UAB, legal entity code 304178932, having its registered office at Lukšio g. 1, LT- 08221 Vilnius (hereinafter – the Company), when it processes personal data.

Provisions of the Rules are applied to natural persons, whose data is processed by the Company:

- i) customers, who use, used or have expressed their intention to use or are otherwise related to the services provided by the Company (hereinafter – the Customers);
- ii) individuals, who address the Company with requests, claims directly or by means of distance communication means, including telephone or email;
- iii) individuals, who visit the Website of the Company, etc.

These Rules describe the main provisions of personal data processing. Additional information on how the Company processes personal data may be provided in the Company`s agreements, other documents, on the Website www.esc.lt or by distance Customer service channels (telephone, email, etc.)

The Company will inform about changes to these Rules by publishing them on the Company`s Website. In certain cases, the Company may also inform persons about the changes by post, email or other means of communication (for instance, by publishing in the press).

Definitions

Definitions and abbreviations used in the Rules shall have the following meaning:

- **Personal data** means any information relating to an identified or identifiable natural person (for instance, name, contact data, etc.);
- **Data processing** means any action which is performed on personal data (for instance, collection, recording, storage, access granting, disclosure by transmission, etc.);
- **Services** mean any goods or services delivered by the Company.

Other definitions used in the Rules shall be interpreted as they are defined in the legislation regulating personal data protection (General Data Protection Regulation (EU) 2016/679, the Republic of Lithuania Law on Legal Protection of Personal Data and others).

Principles of data processing

The Company shall process personal data only for specific purposes following the legal basis laid down in the legislation – when data must be processed in order to conclude and/or perform a contract concluded with a person; a person has consented to processing of his/her data for one or several specific purposes; the Company must process personal data in order to comply with the requirements of the legislation or personal data must be processed due to legitimate interest of the Company.

The main purposes pursued by the Company while processing personal data are:

- **Provision of services, conclusion and performance of contracts.** The Company processes personal data in order to ensure appropriate conclusion and performance of contracts with customers, contract-based provision of services or goods to customers, including appropriate provision of information to a customer, related to the goods, services or contract, following the requirements of the contract and the legislation.
- **Payment administration.** The Company processes personal data, related to payment for the services provided, following the requirements of the contract and the legislation.

- **Debt management.** In case of debts the Company processes personal data, related to the debt, and carries out actions of debt recovery following the requirements of the contract and the legislation and on the basis of legitimate interest.
- **Considering queries.** The Company processes personal data while considering queries, settling complaints following the requirements of the contract, on the basis of consent or the legislation.
- **Control of quality of service provision and opinion surveys.** In order to ensure the quality of services provided the Company may send surveys asking for an opinion on the provided services as well as record phone conversations, when customers address the Company through the Customer service channels or when the Company calls customers on the basis of a contract, consent or legitimate interest.
- **Direct marketing.** The Company may process personal data while presenting proposals, news on the provided services, information on events based on a person`s consent.
- **Other purposes.** The Company may process personal data for other purposes, if it has the person`s consent to do so, it has to process personal data complying with the requirements of the legislation or has the right to process data due to legitimate interest.

In all above-mentioned cases the Company processes personal data to the extent it is necessary for achieving appropriate clearly defined and legal purposes complying with the requirements of personal data protection.

Extent of processed personal data (categories)

Main categories of personal data and data, processed by the Company for the above-mentioned purposes and on legal basis:

- **Identity data** – name, personal number, date of birth, etc.
- **Contact data** – address, phone number, email address, etc.
- **Data, related to service provision, conclusion and performance of contracts** – information on services provided, contract data, order and use data, data received by the company during communication with individuals directly or by means of distance communication (telephone, email), etc.
- **Payment data** – payable amounts, unsettled debts, payment history, etc.
- **Audio recording data** – audio recording data, which was recorded while communicating with individuals over the phone, etc.
- **Cookies data** – information about location of a person at accuracy of a city, a person`s hobbies, his behaviour on the Company`s Website or a self-service website, interests, etc. (more detailed information presented below at *Cookies and their use*).
- **Other data**, which is processed by the Company on a legal basis provided for in legislation.

Provision of personal data

The Company, in compliance with the requirements of the legislation, may transfer personal data, processed by it, to data recipients of the following categories:

- **Service providers.** The Company may transfer personal data processed by it to third parties acting on the Company`s behalf and/or under its instruction, which provide the Company with customer service, software maintenance, accounting and other services in order to ensure adequate provision, management and development of the Company`s services. In such cases the Company shall take appropriate measures to ensure that service providers (data processors) process the personal data provided only for the purposes for which it was provided using appropriate technical and organisational means, following the Company`s instructions and the requirements of the applicable legislation.
- **Institutions and supervisory bodies.** The Company may provide processed personal data to governmental or law enforcement agencies, police or supervisory institutions, when it is required according to the applicable legislation or in order to secure the rights of the Company or safety of the Company`s customers, personnel and property.
- **Debt administration companies.** When a customer fails to make payments for more than 30 days, the Company, having given written or electronic notice to the customer, may give the

customer's personal data to joint debtor data files processors, companies and agencies providing financial services, debt management and recovery companies, as well as collect personal data for debt recovery purposes from credit history systems or other databases.

- **Other third parties.** The Company may provide personal data to other data recipients following the legal basis laid down in the legislation.

Data storage

The Company processes personal data for not longer than it is required for the indicated data processing purposes or as it is provided for by the legislation, if it stipulates a longer data storage period.

For determining a data storage period the Company uses criteria, which comply with the obligations laid down in the legislation, as well as taking into account the stipulated rights of a person, for instance, specifies such data storage period, during which claims, related to a contract fulfilment, may be submitted, if applicable, etc.

Used security measures

The Company shall secure the confidence of personal data in accordance with the requirements of the legislation and implementation of appropriate technical and organisational measures to protect personal data from illegal access, disclosure, accidental loss, change or destruction or other illegal processing.

Rights of persons

When contacting the Company and after being identified by the Company, a person shall have the right to:

- a) access his/her personal data processed by the Company;
- b) rectify his/her incorrect, inaccurate, incomplete personal data;
- c) request that personal data be destroyed or personal data processing actions be stopped, except storage, if it infringes the requirements of the applicable legislation;
- d) receive personal data related to himself/herself, provided to the Company by himself/herself, in a structured, commonly used machine readable format;
- e) request that personal data processed by the Company be deleted when the personal data being processed infringes the requirements of the applicable legislation or personal data is no longer necessary for achieving the purposes they were collected for or otherwise processed;
- f) restrict personal data processing according to the applicable legislation, for instance, for the period during which the Company will assess if a person has the right to request that his/her personal data be deleted;
- g) withdraw the consent granted for personal data processing not affecting the lawfulness of the processing that was made on the basis of consent before its withdrawal, when objecting to personal data processing and/or in case when personal data is processed on the basis of a consent.

Individuals may address the Company concerning these Rules or personal data processing carried out by the Company in writing to the address Lukšio g. 1, LT- 08221, by email info@esc.lt or orally by calling +370 613 36508.

In case of failure to settle issues related to personal data processing carried out by the Company, or to personal rights, a person may also lodge a complaint to the State Data Protection Inspectorate.

Obligations of persons

When providing their personal data individuals confirm that they are familiar with the terms of personal data processing stipulated in this Notice, they do not object that the Company processes personal data provided by individuals and that the information is accurate and correct and the Company is not responsible for excess data provision and processing, if such data is provided to the Company by a person due to negligence.

A person undertakes to notify the Company about changes of the data provided or other related information.

Cookies and their use

The Company uses cookies in order to make the use of this Website and self-service website faster and more convenient. Cookies are small files that are sent and installed on the computer of a person who visits the Website. They enable the Company to recognise that person and observe the statistics of the visits to the.

There may be three types of Cookies used by the Company in the Website:

- **Essential:** They are essential for a person to be able to navigate the website and use its functions, such as access to safe website areas.
- **Improving functionality:** These cookies collect information on how visitors use a certain website, for instance, which webpages are most frequently visited and if visitors receive error notices from websites. These cookies do not collect information allowing a website visitor to be recognised. All information collected by these cookies is of general nature, therefore it is anonymous. It is used only for the improvement of a website's activity.
- **Functional:** These cookies allow a website to remember your preferences (such as name, language or region) and offer improved and customised functions. These cookies cannot observe your browsing on other websites.

Cookies are used on the Website when a user consents to the use of cookies. This consent may be withdrawn by a user at any time by changing its browser settings; however, in such case certain functions of the Website may not be operational.