

**UAB NORDSTREET
PRIVACY POLICY FOR PERSONS SENDING QUESTIONS, REQUESTS,
COMPLAINTS**

Last update date: 2024-01-15

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 the most important questions about how we collect, use and store information about you. If you have any questions or are unclear about any part of this notice, we are available to assist you as described in Section 13 of this Privacy Policy. Please note that any form of the word "we" in this Privacy Policy refers to our Company as set out in Section 2 of the Privacy Policy.

2. Who is responsible for protecting my information?

We are: UAB Nordstreet;
Our company code is: 304565690;
Our address: A. Domaševičius st. 9,
Vilnius, Lithuania;
email mail address:info@nordstreet.com ;
Tel. No.: +370 667 37669.

3. Why are you collecting information about me?

We process received inquiries, requests and complaints, as well as prepare 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, request or complaint to us, we collect the following data:

- the contact details you used to submit your enquiry, request or complaint;
- the subject of the inquiry, request or complaint;
- the date of the inquiry, request or complaint;
- the content of the inquiry, request or complaint;
- files attached to a request, request or complaint;
- Your name and surname;
- response to your inquiry;
- other information that you have provided yourself.

5. What information should I provide you and why?

When submitting an inquiry to the contact e-mails specified on our website. you should tell us your name, surname, e-mail e-mail address or other contact data, the topic and content of the inquiry and information relevant to the inquiry. After submitting an inquiry, we may be asked to provide additional information about you so that we can properly respond to your inquiry.

6. Nordstreet partner services

By using the Platform, you can be granted services of our partners. Accordingly, on the Platform you may find links to our partners (third parties) Websites. Please note that such websites has its own privacy policy, which you must familiarize yourself with. We are not responsible for these politicians content, implementation and activity, because we do not control them, therefore we do not assume responsibility for damage arising from

the use of your data by partners (third parties) to the extent permitted by the relevant and applicable legal acts. In all cases, we will make reasonable efforts to ensure that your personal data is not lost or used illegally while implementing the requirements of legal acts.

If you intend to use with such services, you will have to provide your data to such a partner (third party) and agree to their terms of service. Also, we can transfer your data for the purpose of providing you with certain partner (third party) services at your request. In this case, we will only act as an intermediary between you and the service provider and will not be responsible for the suitability of the service.

Our website may also contain third party banners, links to their websites and services, the quality of which we do not control. Therefore, we are not responsible for your information and data which collected by third parties, security and privacy.

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

We collect and store information about you legally because:

- if you submit an inquiry, request or complaint to us about between us, or between us and a partner (third party) made up contract or in pursuit of enter into such a contract - these data is collected for the purpose of performance or conclusion of contracts (GDPR, Article 6, d. 1, p. b);
- we have to fulfill the legal obligation to protect inquiries, requests, complaints (GDPR Article 6 d. 1 c p.).

8. Are you collecting sensitive information about me?

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

9. Do you perform automated decision-making or profiling based on information about me?

Automatic decision-making is not carried out, you are not profiled.

10. Do you share my information with other entities?

Information about you may be transferred to:

- to companies providing legal services, law firms, as far as it is necessary for the defense of our legitimate interests;
- to its service providers, e.g.: companies providing archiving, communication, data storage, information management systems and similar services, assuming the confidentiality and security obligations provided for by legal acts in the field of personal data protection, payment and other service providers and financial institutions whose services we use in the course of our activities;
- to private entities performing audits or inspections and/or state or municipal institutions assuming obligations in the field of data protection due to non-disclosure of data.
- on the basis of mutually concluded contracts for partner (third-party) companies Soft loans, UAB in.k. 306041971 and Connect Pay, UAB incl. 304696889. Your personal data is transferred only when and to the extent necessary for the provision of their respective services.

11. Do you share my information with entities outside the European Economic Area (the European Economic Area consists of all EU member states and Norway, Iceland, Liechtenstein)?

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

12. How long do you keep information about me?

Your information will be stored:

- if you have not concluded a contract with us or you sought to conclude a contract with us, but it was not concluded - in accordance with the General Document Storage Terms Index approved by the Chief

Archivist of the Republic of Lithuania;

- if your request is related to the contract we have concluded - we will keep your information for 10 years after the end of the contract.

13. What actions can I take regarding my information at your company?

If you wish to take the steps below, please contact us as set out in section 13. Please note that these rights may be subject to statutory exceptions and limitations.

- **Submit a request to get acquainted with the available information about you, if we process your personal data from which we can determine your identity;**
- **submit a request to correct or supplement available information about you;**
- **submit a request to delete about you when:**
 - **We process your data on the basis of consent;**
 - **We process your data illegally;**
 - **Your data is processed on the basis of our legitimate interest and you dispute our legitimate interest;**
 - **Your data is no longer necessary to achieve the purposes for which it was collected;**
 - **we are under a legal obligation to delete information about you;**
- **submit a request to us to limit the processing of information about you when you dispute the accuracy of the data or object to the processing of the data, you do not agree to its deletion**
your data is processed illegally, or you need the data in order to assert, fulfill or defend legal claims;
- **dispute the collection, use and storage of your information in our company, when processing your data we follow legitimate interests as the basis of data processing;**
- **submit a request to export your data if you have provided us with the data in a structured, commonly used format and have given your consent to the processing of such data or we need to process this data in order to fulfill a contract with you;**
- **withdraw your consent to us at any time;**
- **submit a complaint to the State Data Protection Inspectorate (more information [vdai.lrv.lt](#)).**

14. How can you help me?

If you have questions, comments or complaints related to how we collect, use and store data about you, we are ready to help you. If you need help, please contact e-mail. by post info@nordstreet.com .