

Personal Data Processing Policy

1. Introduction

This document outlines the Personal Data Processing Policy for SIA LIVONIA PRINT, detailing how we collect, process, and safeguard your personal information.

2. Terms used

SIA LIVONIA PRINT: Refers to the company (registration number 40003827729) located at Jūrkalnes iela 15/25, Rīga, LV-1046, Latvia.

Portal: <https://publishers.livoniaprint.lv/>

Regulation: Refers to Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons regarding the processing of personal data and on the free movement of such data.

Personal Data: Any information that directly or indirectly enables a person to be identified.

User: An authenticated individual who creates a personalized workplace on the portal, with user identification and personalized information accessible after authentication.

Service: Digital services for requesting and receiving book production, calculating service and delivery costs.

Data Processing: Actions involving the collection and transfer of Personal Data.

3. Personal Data Collection

SIA LIVONIA PRINT collects personal data during profile creation, including:

- Name
- Surname
- Phone number
- Email address
- Address
- Bank account

4. Purposes and Legal Basis for Processing

We process your Personal Data for the following purposes and legal bases:

- Quality assurance for executing agreements and orders.
- Identifying users and registering orders.
- Obtaining feedback on order production specifications.
- Preparing user invoices.
- Ensuring high-quality delivery of orders.

We may request additional information for personal identification and order processing if necessary.

5. Transfer of Personal Data to Third Parties

During contract performance, we may transfer your Personal Data to third parties or subcontractors for technical support, service quality, or as required by regulatory authorities.

SIA LIVONIA PRINT shares the User's Personal Data with third parties in the following scenarios:

- Technical Support Providers - This facilitates the delivery of software and infrastructure technical support for our systems and servers.

- Logistics Service Providers - This involves sharing data to ensure the delivery of goods to the addressee. The legal basis for such transfers includes the performance of the Agreement with the User, responding to service requests, the legitimate interests of SIA LIVONIA PRINT, or the User's consent.
- Supervisory, Investigative, and Law Enforcement Institutions - In accordance with legal procedures and regulations, data may be transferred to these institutions. The legal basis for such transfers is the obligation to fulfill legal duties imposed on SIA LIVONIA PRINT.
- Debt Collectors: If a User has outstanding debts to SIA LIVONIA PRINT, their data may be shared with debt collectors. The legal basis for this transfer is SIA LIVONIA PRINT's legitimate interest in protecting its rights."
- Support Provider - Zaikio GmbH, SIA Itgracija.
- Logistics Service Providers - DHL Express Latvia, Ardos, Aimer, ACE logistics, IMG logistics, Ripo transport group, Terra express, Hanza logistics, Ramco, HRX, DSV transport, Baltic express

6. Storage of Personal Data

We store and process your Personal Data as required to fulfill our obligations under the Agreement. Organizational and technical measures are implemented to comply with GDPR.

Should the User become aware of any necessity to cease storage or processing of personal data, in whole or in part, they are obliged to promptly notify SIA LIVONIA PRINT in writing using the provided contact details.

7. Security

To guarantee data security, we store and send personal data in encrypted form. Access to subcontractors is strictly controlled with authorization, passwords, and keys.

Users must keep their Portal account credentials secure.

8. User Rights and Obligations

Users have the right to:

- Request access to your Personal Data
- Request the update of your Personal Data
- Request the deletion of your Personal Data
- Submit complaints related to the processing of your Personal Data
- Withdraw consent at any time.

Modifications and deletion requests should be communicated to SIA LIVONIA PRINT in writing.

9. Contact Information

- Address: Jurkalnes iela 15/25, Rīga, LV-1046, Latvia
- Email: ithelpdesk@livoniaprint.lv; info@livoniaprint.lv