

Terms of Use

1. The mobile app “112 Latvija” is the app (hereinafter – the App) of the State Fire and Rescue Service, registration No. 90000049834 (hereinafter – the Service Provider).
2. These Terms of Use of the App (hereinafter – the Terms) are effective and binding upon all persons using the App, regardless of the fact, whether the respective person is a registered user of the App or not.
3. The App is maintained by the Information Centre of the Ministry of the Interior and is administered by the Service Provider.
4. The purpose of the App is to provide a possibility to each user of the App to contact all operational services fast and simultaneously in order to get assistance as fast as possible, and to provide and ensure essential information for each App user.
5. The App operates on devices equipped with Android and iOS operating systems. To start using the App, first it has to be downloaded and installed on your smart device.
6. The App can be downloaded on Google Play or App Store free of charge.
7. Before using the App, the user is obliged to read the Terms and confirm that he/she agrees to the Terms and undertakes to observe them. If the user does not agree to the Terms for the App, he/she is not allowed to use the App.
8. The Service Provider has the right to amend and supplement the Terms, without warning. Such changes shall come into effect after their publishing on the App. Each user of the App is obliged to become acquainted with changes made to the Terms and, if the user agrees to such changes, shall confirm them on the App. If the user does not agree to the changes made to the Terms, he/she shall indicate on the App that he/she does not agree to the changes. In this case the user is not allowed to use the App and it shall be deleted from the smart device.
9. In case when the App displays information on necessity of software updates, as they contain new functionality or changes to the existing one, corrections of potential errors and updates to security systems, the App user shall accept the updates.
10. The App user shall take into consideration that, by using the App, a charge for the used mobile internet may apply according to the pricelist of the mobile service operator used by the user, such charges not being subject to reimbursement by the Service Provider.
11. To become a registered user of the App, the registration procedures specified on the App shall be followed.
12. Each registered user of the App shall take into consideration that the data indicated in the profile of the respective user (name, surname and other information) shall be true. Only data of the registered user himself/herself shall be indicated in the profile of registered user. Creating of fake profiles on the App, i.e., profiles where the App user includes not his/her own data, but data of any other person (incl. non-existent), animal, object etc., is forbidden.
13. Each registered App user is obliged not to disclose the access data of own App profile to other persons. If any activities are carried out on the App, using a profile of registered user and a correct username and password, it is considered that the activities on the respective profile have been carried out by the registered user himself/herself. The registered App user shall assume full responsibility for any actions carried out using his/her profile.
14. It is prohibited to perform any technical or other operations on the App, which may affect or harm successful functioning of the App.
15. The Service Provider does not assume responsibility for accessibility of the App, any technical problems in the functioning of the App, changes to the data in the profile of the App user and any other activities in the profile resulting from authorised access by

other person. The entire functionality of the App (incl. the services offered on the App) is offered as it is, without any additional guarantees from the Service Provider.

16. The Service Provider is not in any way responsible for any loss incurred by the App users or which may occur in relation to the use of the App and services available on the App.
17. Correct functioning of the App depends on the smart device used by the user.
18. The Service Provider is entitled, without a prior warning and at own discretion, delete profiles of registered App users and/or information indicated in such profiles, and to deny access to the App, without explaining the reasons.
19. If the App user's access to the App is denied or restricted, or the user's profile or information indicated in the profile is deleted, no loss shall be reimbursed to this App user, which may arise to the user in this regard.
20. The logos and interface appearance used on the App is the property of the Service Provider and use and republishing of these elements, as well as information and content available on the App, without prior coordination with the Service Provider is prohibited.
21. Any intellectual property rights regarding the App belong solely to the Service Provider. In case of infringement of these rights, the guilty person will be held liable in accordance with regulatory enactments and will assume full liability for any loss that has been or may be caused to the Service Provider and third parties.
22. Any disputes between the Service Provider and the App users shall be resolved through negotiations. If disputes cannot be resolved through negotiations, they shall be adjudicated in the court of the Republic of Latvia in accordance with these Terms and regulatory enactments of the Republic of Latvia.

Privacy

23. During registration on the App and/or using the App, the user gives his/her consent for the Service Provider to process personal data of the respective user in the meaning of the European Parliament and Council Regulation (EU) 2016/679 of 27 April 2016 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).
24. The Service Provider receives and stores information on the identifier of the user's mobile device and the location coordinates at the moment of submission of report.
25. The Service Provider has the right to compile and publish information on the set of App users, without identifying specific users and disclosing their personal data (for example, for studies, data analysis etc.).

In case of any questions and suggestions arising while using the App, please send them to the e-mail address: pasts@vugd.gov.lv

We encourage the App users to rate the functioning of the App, sending feedback and suggestions for more convenient use of the App to the e-mail address: pasts@vugd.gov.lv