

State Fire and Rescue Service app “Mobile App “112 Latvija””

Privacy Policy

I. General Terms and Conditions

1. The objective of the Privacy Policy is to provide to a natural person – data subject – information on the purpose of data processing, the legal basis of processing, the scope of processing, data protection and processing period during collection and processing of personal data of the data subject.
2. The Privacy Policy is applied for ensuring protection of privacy and personal data regarding users of the app “Mobile App “112 Latvija”” (hereinafter – the app user).
3. The State Fire and Rescue Service (hereinafter – SFRS) takes care of privacy and protection of personal data of the app user, observes the rights of the app user to lawfulness of processing of personal data in accordance with applicable regulatory enactments – 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 (the Regulation), the Personal Data Processing Law and other applicable regulatory enactments in the field of privacy and data processing.

II. Data controller and its contact information

4. The data controller is SFRS, unified registration No.90000049834, legal address: Maskavas iela 5, Riga, LV-1050.
5. The contact information for matters related to processing of personal data: tel.: 67075883, e-mail address: das@vugd.gov.lv.

III. Personal data and purposes of processing of personal data

6. SFRS processes the following data of the app user, if any is indicated – name, surname, birth date, phone number, hearing/ speech impairment and global positioning system generated location data.
7. SFRS processes personal data for the following purposes:
 - 7.1. provision of services;
 - 7.2. identification of the app user;
 - 7.3. protection of own lawful interests;
 - 7.4. examination of objections of the app user.

IV. Legal basis for processing of personal data

8. SFRS processes personal data of the app user on the following legal basis:
 - 8.1. the processing is carried out upon the data subject's (app user's) consent (Article 6, Paragraph one, Clause a) of the Regulation);
 - 8.2. the processing is required to exercise or protect the lawful interests of SFRS (Article 6, Paragraph one, Clause f) of the Regulation);

8.3. the processing is required to protect vital interests of the data subject (app user) or any other natural person (Article 6, Paragraph one, Clause d) of the Regulation).

9. SFRS does not implement automated decision-making regarding the app user.

V. Protection of personal data

10. SFRS protects personal data of the app user, using capabilities of modern technology, observing the existing privacy risks and using the organisational, financial and technical resources available to SFRS, including the following security measures:

10.1. controlled and protected access to the property of SFRS;

10.2. firewall;

10.3. intrusion protection and detection programs;

10.4. restricted access to SFRS information systems;

10.5. secure passwords;

10.6. education of employees on data protection issues;

10.7. writs of confidentiality obligations for employees and outsourcing providers.

VI. Transfer/disclosure of personal data

11. SFRS does not disclose any data of the app user to third parties, except the persons (including institutions) referred to in external regulatory enactments upon their justified request and pursuant to the procedures and to the extent specified in external regulatory enactments.

12. SFRS transfers personal data to third parties, ensuring that the respective third parties retain confidentiality of personal data and ensures appropriate protection of the data.

13. A SFRS subcontractor, which receives and processes personal data, shall be considered the processor of personal data in the meaning of the Regulation, with which a written agreement is concluded, where it is determined that SFRS requests commitment of the data processor to use the received information only for the purposes this information was transferred and in accordance with requirements of applicable regulatory enactments in the field of data processing and protection.

14. SFRS does not transfer personal data to third countries (outside the European Union or the European Economic Area).

VII. Duration of storage of personal data

15. SFRS stores and processes personal data of the app user as long as at least one of the following criteria applies:

15.1. SFRS stores personal data for a period of 4 months;

15.2. until complete examination and/or fulfilment of the conditions referred to in the app user's request/application;

15.3. as long as the app user's consent for respective processing of personal data is in force, unless there is any other legal basis for data processing.

16. Personal data of the app user are deleted upon expiry of the conditions referred to in Paragraph 15. Auditing records are stored for at least one year from making such records.

VIII. Access to personal data and other rights of the app user

17. The app user is entitled to receive the statutory information on processing of his/her data.

18. In accordance with regulatory enactments the app user has the right to request SFRS to access his/her personal data and to request SFRS to supplement, rectify or delete the data, or restrict processing of the app user's data, the right to object to such processing, as well as the right to data portability.

19. The app user may submit a request for exercising of his/her rights:

19.1. in writing onsite at SFRS, presenting an identity document;

19.2. via e-mail, signing the letter with a secure electronic signature and sending it to the e-mail address pasts@vugd.gov.lv;

19.3. mailing a letter to SFRS.

20. Upon receiving the app user's request for exercising of his/her rights, SFRS shall verify the app user's identity, assess the request and execute it in accordance with regulatory enactments.

21. SFRS shall reply to the app user as soon as possible, observing the method of receiving the reply, indicated by the app user.

22. If the reply is sent by mail, it shall be addressed to the data subject (the person whose personal data is requested) in a registered letter. If the reply is provided electronically, it shall be signed with a secure electronic signature (if the application has been submitted with a secure electronic signature).

23. SFRS shall ensure fulfilment of the data processing and protection requirements in accordance with regulatory enactments and, in case of receiving objections from the app user, shall take useful measures to resolve the objection. However, if it does not happen, the app user may address the supervisory institution – the Data State Inspectorate.

24. The app user is entitled to revoke the consent for data processing at any moment in the same way as it was given, and in this case further data processing on a basis of the previously given consent for the specific purpose shall be terminated. The revocation of the consent does not affect data processing carried out during the period when the app user's consent was effective.

IX. Other provisions

25. SFRS may supplement this Privacy Policy, making it available to the app user by posting it on the homepage – www.112.lv.