

PRIVACY NOTICE

PERSONAL SUPPORT, HANDLING OF CLAIMS AND COMPLAINTS

This privacy notice is intended for persons who exercise their right to address the Seimas or the Office of the Seimas with petitions and complaints, persons who call on the general telephone of the Office of the Seimas, and persons who take part in receptions hosted by the Board of the Seimas and Chairs of the Seimas Committees and Commissions, given the Office of the Seimas processes the data of the said persons insofar as this relates to its obligation to provide services to persons who contact the Office of the Seimas.

DATA CONTROLLER
(Who processes your data?)

OFFICE OF THE SEIMAS OF THE REPUBLIC OF LITHUANIA
CODE 188605295
Gedimino Ave. 53, Vilnius
Tel. +370 5 239 6060, fax. +370 5 239 6289
E-mail: priim@lrs.lt

Data Protection Officer of the Office of the Seimas
E-mail: dap@lrs.lt, postal address: Gedimino Ave. 53, Vilnius;
Addressee: Data Protection Officer of the Office of the Seimas.

PURPOSE
(Why do we process your data?)

Your personal data is processed for the purpose of examining and drafting answers to requests, complaints, suggestions and enquiries addressed to the Seimas, its leadership and the leadership of the Office of the Seimas; for the purpose of providing personal support to the callers who contact the Office of the Seimas by the general telephone of the Office; and for the purpose of preparation of receptions hosted by members of the Board of the Seimas and Chairs of the Seimas Committees and Commissions.

In order to ensure quality service, all calls on the general telephone of the Office of the Seimas shall be recorded.

LAWFUL PROCESSING
CLAUSE

(On what basis do we process
your data?)

The processing of personal data for the purposes specified above is carried out in compliance with the legal obligation (Article 6 (1)(c) under the General Data Protection Regulation¹, as set out in the following documents:

- Constitution;
- Statute of the Seimas;
- Law on Legislative Framework;
- Law on Petitions;
- Law on Public Administration;
- Rules on the handling of requests and complaints by persons in public administrative entities approved by Government Resolution No 875 of 22 August 2007 on Approving the Rules Governing the Processing of Requests and Complaints by Persons in Public Administrative Entities;⁷
- Rules of Procedure of the Office of the Seimas;
- Decision No SV-S-763 of 21 December 2022 of the Board of the Seimas, on Application of the One-stop-shop Principle;
- Description of the Rules on Handling Requests and Complaints from Individuals at the Seimas of the Republic of Lithuania and at the Office of the Seimas.

When you dial the general telephone number of the Office of the Seimas, the conversation shall be recorded based on your consent to the recording.

PERSONAL DATA
What data do we process?)

GENERAL DATA

Personal identification data: first name, surname, personal identification number (where applicable), date of birth (if the person does not have a personal identification number, where applicable).

Other data: contact details, data related to the request or complaint (fact, date, and time of submission (where applicable), the content of the request or complaint (and your personal data contained in the content or annexes thereto, for example, video data, health data, etc.), the

¹ Regulation (EU) 2016/679 of the European Parliament and of the Council 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).

health data, etc.), the fact, date, and time (where applicable) of sending a reply to a request or complaint, representation data, letter thread (when it allows for identifying a natural person), signature, voice data (for processing purposes, in the case of phone calls).

SPECIAL CATEGORIES OF DATA AND DETAILS OF CONVICTIONS AND OFFENCES

Processing of this data is not intended, but may be present in the content of your request or complaint drafted at your own discretion.

<p>DATA SOURCE (Where do we get your data?)</p>	<p>The data shall be obtained directly from you, from Members of the Seimas, employees of the Office of the Seimas, and other public administration entities.</p>
<p>ACCESS TO DATA (Who will have access to your data?)</p>	<p>DATA RECIPIENTS (third parties)</p> <ul style="list-style-type: none"> • The Information Society Committee (when the request or complaint is made via electronic services, i.e. the government e-gateway); • State institutions competent to handle the request or complaint (where its handling falls outside the competence of the Seimas or the Office of the Seimas); • State institutions indicated as additional addressees in the request or complaint refers or those to which the subject of the request or complaint relates; • State institutions, data controllers or other persons of Lithuania and, where applicable, those of the European Union or a third country; • Other data controllers, for example, law enforcement authorities, the National Audit Office of Lithuania, etc. (in cases specified in legal acts and where provision of personal data is required and appropriate for legal and specific purposes). <p>DATA CONTROLLERS (when they provide certain services to the Office of the Seimas) IT companies which process data in order to ensure the availability, improvement and support of information systems (document management system of the Office of the Seimas).</p> <p>THIRD COUNTRIES (all non-EU Member States or non-EEA States) Provision of personal data to third countries is not intended.</p>
<p>STORAGE TIME (How long will we store your data?)</p>	<p>Please be informed that your personal data will be stored for 10 years (since their last examination) from the date of finalisation of the description of all files, data destruction records and other accounting documents. The recordings of telephone conversations shall be stored in the controller's information system for one month from the date of the conversation and shall be destroyed when the deadline expires.</p> <p>This time limit may be extended, where personal data constitute or may be used as evidence or source of information in pre-trial or other investigations, including investigations conducted by the State Data Inspectorate, as well as in civil, administrative or criminal proceedings or in other cases established by law. In this case, personal data may be stored for as long as is necessary for the purposes of processing and shall be destroyed as soon as they are no longer necessary.</p>
<p>EXERCISE OF DATA SUBJECTS' RIGHTS (What are your rights and how can you exercise them?)</p>	<p>As a data subject, you have the right to apply to the Office of the Seimas regarding the processing of your personal data, that is, you have the following rights:</p> <ul style="list-style-type: none"> • right to information on data processing (Articles 13 and 14 of the GDPR); • right to access data (Article 15 of the GDPR), including the right to hear and receive a copy of the telephone conversations in which you participated; • right to rectification (Article 16 of the GDPR); • right to request erasure ('right to be forgotten') (Article 17 of the GDPR). <p>Note: this right may be exercised provided at least one of the conditions set out in Article 17(1) of the GDPR is fulfilled;</p>

- the right to restrict data processing (Article 18 of the GDPR). Note: this right may be exercised provided at least one of the conditions set out in Article 18(1) of the GDPR is fulfilled.

The application must be submitted to the Office of the Seimas in writing and in electronic format and must allow for the establishment of the identity of the applicant and the data subject. The identity of the data subject shall be determined by means of an identity document or by means of electronic communications tools allowing for proper identification. Applications submitted by e-mail must be signed by electronic signature. Where information is requested by a person's representative, the latter must provide proof of representation.

Regarding the procedure for exercising the rights of data subjects, please contact the Data Protection Officer by using the contact details above.

CONSENT WITHDRAWAL

(Can you withdraw your consent if processing is based on consent?)

You have the right to withdraw your consent. However, in such a case, the request submitted by the general telephone will not be examined and you will have to make use of other means to contact the Office of the Seimas.

Should you disagree to recording your telephone conversation, you will receive an explanation that you may contact the institution by other means orally (by arriving in person to the Seimas) or in writing (by sending an e-mail to the e-mail address of the institution).

COMPLAINTS

(When can you submit a complaint about the action/omission of the Office of the Seimas?)

Please be informed that you are entitled to complain to the State Data Protection Inspectorate and the court over the action/omission of the Office of the Seimas under the procedure laid down by legal acts, as well as to appeal to court against the action/omission of the State Data Protection Inspectorate.

Before submitting a complaint to the appropriate institution, please contact the Data Protection Officer of the Office of the Seimas by using the contact details above.

DO YOU HAVE TO PROVIDE DATA?

The provision of this personal data, except for voice data, is required by law. If you do not wish to provide voice data, you may contact the institution by means other than phone.

AUTOMATED DECISION-MAKING/PROFILING

Please be informed that your data will not be used for making decisions concerning yourself based on automated data processing, including profiling. Decision-making through automated data processing means decisions-making without any human intervention by using algorithm-based technology. Profiling means evaluation of your personal aspects for forecasting purposes that may not involve any decision-making. For example, when the Office of the Seimas evaluates certain personal characteristics (age, sex or nationality) or divides persons into certain categories, this is a case of profiling.