

## **MB VIKINGO RAGAS PRIVACY POLICY**

At MB Vikingo ragas we care about protection of your information. We follow the requirements of the so-called European Union General Data Protection Regulation (GDPR) and other laws protecting information about you at our company.

### **1. Privacy Policies**

Our Privacy Policies will answer the most important questions you may have about how we collect, use and store information about you. In case you have any other questions or find any part of the Privacy Policies unclear, we are ready to help you as described below

Please carefully read our Privacy Policies which are grouped in this document:

<b>[Privacy policy for website visitors]</b>	<b>[Cookie policy]</b>	<b>[Privacy policy for persons submitting inquiries, requests, complaints]</b>	<b>[Privacy policy for customers]</b>
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### **2. How can we help you?**

Should you have any questions, comments or complaints in relation to how we collect, use and store data about you, we are ready to help you. Should you need any help, contact us by e-mail [support@vikingex.com](mailto:support@vikingex.com).

### **3. What can I do about my information at your company?**

If you wish to do any of the following, please contact us as described in Paragraph above:

- request us to reveal to you information we have about you;
- request us to correct information we have about you;
- request us to delete your information;
- request us to restrict use or deletion of your information;
- to object to collection, use and storage of your information at our company;
- request us to export your data to you or transfer it other companies;
- to submit a complaint to data protection authority: Lithuanian State Data Protection Inspectorate, e-mail: [ada@ada.lt](mailto:ada@ada.lt), phone numbers: +370 5 271 2804 / +370 5 279 1445, Fax: +370 5 261 9494, web: [vdai.lrv.lt/en](http://vdai.lrv.lt/en);
- to withdraw any consent you gave to us.

## **MB VIKINGO RAGAS PRIVACY POLICY FOR WEBSITE VISITORS**

**Last updated: 19-04-2021**

At MB Vikingo ragas we care about protection of your information. We follow the requirements of the so-called European Union General Data Protection Regulation (GDPR) and other laws protecting information about you at 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. In case you have any questions or find any part of this Privacy Policy unclear, we are ready to help you as described in Section 10 of this Privacy Policy. Please note that any form of the word 'we' in this Privacy Policy stands for our company specified in Section 2 of this Privacy Policy.

### **2. Who is responsible for the protection of my information?**

We are: MB Vikingo ragas;  
Our company number is: 305692121;  
Our address is: Laisves pr. 60, Vilnius, Lithuania;  
Our e-mail: [support@vikingex.com](mailto:support@vikingex.com);

### **3. Why you collect information about me?**

We provide public access to our website [vikingex.com](http://vikingex.com). Also, we are supporting, improving and ensuring security of this website. For these reasons we use cookies. Please find more detailed information about cookies that we are using in our Cookie Policy below.

If you will submit an inquiry to us via e-mail or our website functionality, we will collect, use and store information about you as described in our Privacy Policy for Inquirers.

### **4. What information you collect, use and store about me?**

Through cookies we will collect anonymized information about your browsing tendencies (pages visited, time spent on each page, from where do you enter our website pages etc.), demographic data (country) and device (type of device, used browser, operating system, etc.).

### **5. Do you use cookies in your website?**

Yes, we use cookies as it is described in Cookie Policy below.

### **6. Why you are legally allowed to collect my information?**

We collect information about you lawfully on the following grounds:

- you gave your consent to download cookies into your device (Article 6(1)(a) of the General Data Protection Regulation).

### **7. Do you share information about me?**

We can share information about you with: our IT, web support, hosting service providers to the extent, necessary to ensure the provision of such third-party services and proper functioning of our website.

## 8. How long you will keep information about me?

We will store information related to cookies as specified in our Cookie Policy below.

## 9. What rights do I have?

In order to take any of the actions referred to below, please contact our data protection officer as specified in Section 10. Please note that these rights may be subject to statutory exceptions and limitations:

- **right to request access to the information we have about you, if we process your personal data which enables your identification;**
- **right to request rectification of or supplementing the information held about you;**
- **right to request the erasure of data about you where:**
  - **your data are processed on the basis of your consent;**
  - **your data are processed unlawfully;**
  - **your data are processed on the basis of our legitimate interest and you rebut out legitimate interest;**
  - **your data are no longer necessary in relation to the purposes for which they were collected;**
  - **we have a legal obligation to erase information about you;**
- **right to request to restrict the processing of information held about you when you dispute the data accuracy or object to data processing, do not agree with erasure of the unlawfully processed data about you, or when you need the data for the establishment, exercise or defence of legal claims;**
- **right to contest the collection, use and storage of your information where we rely on legitimate interest as a basis to process data in the processing of your data;**
- **right to request to export your data where you have provided data to us in a structured, commonly used format and given consent for the processing of such data or were we have to process such data for the performance of a contract/agreement with you;**
- **right to withdraw your consent at any time (to withdraw consent for use of cookies you can change the settings of your browser, please read the manual of the browser that you are using to do that);**
- **right to submit a complaint to the State Data Protection Inspectorate (right to submit a complaint to the State Data Protection Inspectorate (Lithuanian State Data Protection Inspectorate, e-mail: [ada@ada.lt](mailto:ada@ada.lt), phone numbers: +370 5 271 2804 / +370 5 279 1445, Fax: +370 5 261 9494, web: [vdai.lrv.lt/en](http://vdai.lrv.lt/en)).**

## 10. How can you help me?

Should you have any questions, comments or complaints in relation to how we collect, use and store data about you, we are ready to help you. Should you need any help, contact us by e-mail [support@vikingex.com](mailto:support@vikingex.com).

# MB VIKINGO RAGAS

## COOKIE POLICY

**Last updated: 19-04-2021**

### **1. What is a cookie?**

Cookies are small text files that are stored by your browser on your device (e.g. computer, mobile phone, tablet) when you browse websites. Other technologies, including data we store on your web browser or device, identifiers associated with your device, and other software, are used for similar purposes. They are widely used in order to make websites work or work in a better, more efficient way. In this policy, we refer to all of these technologies as cookies.

### **2. Why do you use cookies?**

We use cookies to:

- to observe which pages of our website gets the most attention;
- to observe, how many visits our site receives;
- continuously improve our website for you.

### **3. What types of cookies are there?**

- Strictly necessary cookies

These cookies are essential to a website in order to enable a user to move around and to use a websites features, such as remembering information entered on forms when a user moves between pages within a browser session. Without strictly necessary cookies, certain services on a website may not be made possible and a website may not perform as smoothly as it should. These cookies don't gather any information for marketing purposes or to remember where you have been on the internet.

- Analytical cookies

Analytical cookies collect information about the use of the website and help improve performance of the website. For example, analytical cookies can show us which pages are visited most often, help you keep track of the issues on your site, and show whether your site is performing well. Analytical cookies do not collect personal information from users and all information collected by these cookies is generalized and anonymous.

- Functionality cookies

Functionality cookies allow a website to remember the choices you make and to provide enhanced and more personal features. Functionality cookies also remember changes you have made, such as customising a certain webpage and for other services you request such as watching a video or commenting on our webpage. Functionality cookies will not track your activity on other websites.

- Targeting or advertising cookies

Targeting or advertising cookies are used to deliver adverts which are more relevant to you and your interests, or to limit the number of times you see the same advert on a website. These types of cookie are also used to help measure the effectiveness of an advertising campaign. These cookies may be used to remember what you have looked at on a website.

#### 4. Which cookies do you use?

<b>COOKIE CATEGORY</b>	<b>COOKIE NAME</b>	<b>COOKIE EXPIRY</b>	<b>COOKIE PURPOSE</b>
Analytical cookies	_ga	2 years	Used to distinguish users.
	_gat	1 minute	Used to throttle request rate.
	_gid	1 day	Used to distinguish users.

#### 5. How can I manage cookies?

You can control the use of analytical cookies by adjusting your browser settings.

Please note that by deleting cookies or disabling future cookies you may be unable to access certain areas or features of our website. If you adjust your cookie settings this will also affect the other websites you visit.

**MB VIKINGO RAGAS**  
**PRIVACY POLICY FOR PERSONS SUBMITTING INQUIRIES, REQUESTS, COMPLAINTS**

**Last updated on: 19-04-2021**

At MB Vikingo ragas we care about protection of your information. We follow the requirements of the so-called European Union General Data Protection Regulation (GDPR) and other laws protecting information about you at 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. In case you have any questions or find any part of this Privacy Policy unclear, we are ready to help you as described in Section 11 of this Privacy Policy. Please note that any form of the word ‘we’ in this Privacy Policy stands for our company specified in Section 2 of this Privacy Policy.

**2. Who is responsible for the protection of my information?**

We are: MB Vikingo ragas;  
Our company number is: 305692121;  
Our address is: Laisves pr. 60, Vilnius, Lithuania;  
Our e-mail: [support@vikingex.com](mailto:support@vikingex.com);

**3. Why do you collect information about me?**

We process incoming inquiries, requests and complaints and 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, a request or a complaint to us, we collect the following data:

- contact details from which you submitted the inquiry, request or complaint;
- subject of the inquiry, request or complaint;
- date of the inquiry, request or complaint;
- content of the inquiry, request or complaint;
- files attached to the inquiry, request or complaint;
- your name and surname;
- reply to your inquiry;
- other information that you yourself provided.

**5. What information should I provide to you and why?**

When submitting an inquiry using the contact emails specified on our website or by functionality of our website, you should indicate your name, surname, e-mail or other contact details, subject of the inquiry, as well as information relevant to the inquiry. Upon submission of your inquiry, you may be asked to provide additional information about yourself so that we can respond to your inquiry in a proper manner.

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

We collect and store information about you lawfully on the following grounds:

- when you submit to us an inquiry, request or complaint regarding a purchase that you already made or contract concluded between us or seeking a contract, these data are collected for the purposes of performing or concluding contracts (Article 6(1)(b) of the GDPR);
- we have a legitimate interest to manage incoming inquiries, requests and complaints (Article 6(1)(f) of the GDPR).

## 7. Do you collect any sensitive information about me?

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

## 8. Do you share my information with other entities?

Information about you may be transferred to:

- to our service providers, e.g., companies that provide accounting, IT, communication (e-mail), data repository, document storage service providers who assume the confidentiality and security obligations under personal data protection legislation;
- suppliers and partners, if your inquiry, request or complaint concerns the contract/agreement performance and it is necessary to transfer this information to our suppliers or partners for contract/agreement performance purposes;
- law firms, to the extent necessary for protection of our legitimate interests.

## 9. How long do you store information about me?

Your information will be stored:

- if your inquiry concerns a contract we have concluded or are planning to conclude, your information will be stored for 10 years after the end of the contract;
- if you have submitted a complaint, request or any other notice, it will be stored for 1 year after the adoption of the decision in accordance with the Index of the Timeframe of Storage of General Documents as approved by the order of the Chief Archivist of Lithuania.

## 10. What rights do I have?

In order to take any of the actions referred to below, please contact our data protection officer as specified in Section 11. Please note that these rights may be subject to statutory exceptions and limitations:

- **right to request access to the information we have about you, if we process your personal data which enables your identification;**
- **right to request rectification of or supplementing the information held about you;**
- **right to request the erasure of data about you where:**
  - **your data are processed on the basis of your consent;**
  - **your data are processed unlawfully;**
  - **your data are processed on the basis of our legitimate interest and you rebut out legitimate interest;**
  - **your data are no longer necessary in relation to the purposes for which they were collected;**
  - **we have a legal obligation to erase information about you;**
- **right to request to restrict the processing of information held about you when you dispute the data accuracy or object to data processing, do not agree with erasure of the unlawfully processed data about you, or when you need the data for the establishment, exercise or defence of legal claims;**
- **right to contest the collection, use and storage of your information where we rely on legitimate interest as a basis to process data in the processing of your data;**

- **right to request to export your data where you have provided data to us in a structured, commonly used format and given consent for the processing of such data or were we have to process such data for the performance of a contract/agreement with you;**
- **right to withdraw your consent at any time;**
- **right to submit a complaint to the State Data Protection Inspectorate (right to submit a complaint to the State Data Protection Inspectorate (Lithuanian State Data Protection Inspectorate, e-mail: [ada@ada.lt](mailto:ada@ada.lt), phone numbers: +370 5 271 2804 / +370 5 279 1445, Fax: +370 5 261 9494, web: [vdai.lrv.lt/en](http://vdai.lrv.lt/en)).**

## **11. How can you help me?**

Should you have any questions, comments or complaints in relation to how we collect, use and store data about you, we are ready to help you. Should you need any help, contact us by e-mail [support@vikingex.com](mailto:support@vikingex.com).



## **MB VIKINGO RAGAS PRIVACY POLICY FOR CUSTOMERS**

**Last updated on: 19-04-2021**

At MB Vikingo ragas we care about protection of your information. We follow the requirements of the so-called European Union General Data Protection Regulation (GDPR) and other laws protecting information about you at 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. In case you have any questions or find any part of this Privacy Policy unclear, we are ready to help you as described in Section 9 of this Privacy Policy. Please note that any form of the word ‘we’ in this Privacy Policy stands for our company specified in Section 2 of this Privacy Policy.

### **2. Who is responsible for the protection of my information?**

We are: MB Vikingo ragas;  
Our company number is: 305692121;  
Our address is: Laisves pr. 60, Vilnius, Lithuania;  
Our e-mail: [support@vikingex.com](mailto:support@vikingex.com);

### **3. Why do you collect information about me?**

When you purchase vouchers from our website you are concluding a sale-purchase agreement with us. We need information about you to be able to perform under this sale-purchase agreement.

### **4. What information should I provide to you and why?**

In order to buy vouchers from our website (conclude a sale-purchase agreement with us), you need to provide us:

- your name and surname;
- your e-mail address;
- your phone number;
- your address.

Also, we might ask you to provide us your ID and proof of residence. This data will be necessary for us to comply with requirements of our payment service providers.

### **5. What is the legal basis for collecting information about me?**

We collect information about you lawfully, because:

- information about you is necessary for conclusion of sale-purchase agreement and perform this contract (Article 6(1)(b) of the GDPR);
- we have a legitimate interest to comply with the requirements of our payment service providers (Article 6(1)(f) of the GDPR).

### **6. Do you share my information with other entities?**

We can share your information with our service providers – companies that provide IT, communication, CRM (customer relationship management) platforms, document storage services and assume confidentiality and security obligations as provided for in personal data protection legislation.

## 7. How long will you store information about me?

We will store information about you for 10 years.

## 8. What rights do I have?

In order to take any of the actions referred to below, please contact our data protection officer as specified in Section 9. Please note that these rights may be subject to statutory exceptions and limitations:

- **right to request access to the information we have about you, if we process your personal data which enables your identification;**
- **right to request rectification of or supplementing the information held about you;**
- **right to request the erasure of data about you where:**
  - **your data are processed on the basis of your consent;**
  - **your data are processed unlawfully;**
  - **your data are processed on the basis of our legitimate interest and you rebut out legitimate interest;**
  - **your data are no longer necessary in relation to the purposes for which they were collected;**
  - **we have a legal obligation to erase information about you;**
- **right to request to restrict the processing of information held about you when you dispute the data accuracy or object to data processing, do not agree with erasure of the unlawfully processed data about you, or when you need the data for the establishment, exercise or defence of legal claims;**
- **right to contest the collection, use and storage of your information where we rely on legitimate interest as a basis to process data in the processing of your data;**
- **right to request to export your data where you have provided data to us in a structured, commonly used format and given consent for the processing of such data or were we have to process such data for the performance of a contract/agreement with you;**
- **right to submit a complaint to the State Data Protection Inspectorate (right to submit a complaint to the State Data Protection Inspectorate (Lithuanian State Data Protection Inspectorate, e-mail: [ada@ada.lt](mailto:ada@ada.lt), phone numbers: +370 5 271 2804 / +370 5 279 1445, Fax: +370 5 261 9494, web: [vdai.lrv.lt/en](http://vdai.lrv.lt/en)).**

## 9. How can you help me?

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