

PRIVACY POLICY

UADBB IVP Partners (company code: 302489781, address: Ulonu str. 2, Vilnius) (hereinafter – „we“) confirm, that we have a responsible policy for the protection and processing of personal data.

In this Privacy and Personal Data Policy (the "Privacy Policy"), you will find out what data and for what purposes we collect when you use our services and / or operate Internet or self-service websites. In the event that you do not agree with our personal data processing policy below, we will unfortunately not be able to provide you with services or offers for such services.

What is Personal Data?

“Personal data” means any information relating to a natural person (data subject) whose identity is known or may be directly or indirectly identified through the use of relevant data (e.g. name, surname, identity number, address, telephone number or other information). We undertake to collect and manage personal data of Clients, their employees, beneficiaries and related persons only then and to the extent necessary to achieve a specific, defined and legitimate purpose.

What are cookies?

„Cookies“ mean a certain information that is stored on your (a visitor's) computer (device) when you (a visitor) visit one of the websites managed by us.

What websites we operate?

We operate some several websites listed below for different purposes:

- 1) ivp.lt – this is the main website presenting our company, where you will find all the essential information about us;
- 2) savitarnaivp.lt – this is our self-service website for our authorized persons to view and manage information related to the Client's insurance contracts.
- 3) zalos.ivp.lt – this is our website where our Customers can report an event.
- 4) ivppartners.lt (as well as apklusos.ivp.lt or sveikata.ivp.lt) – these are our websites for insured persons to provide the necessary information for concluding an insurance contract.
- 5) dalinimas.ivp.lt – it is our website through which we securely transmit confidential information.

What Personal Data we collect?

- › If you are a natural person: name, surname, personal identification number or date of birth, address of residence, your contacts;
- › If you are a representative of a legal entity: name, surname, place of work, your position and contacts;
- › Also, depending on the type of insurance and who you are in relation to a specific insurance contract (ie insured, policyholder, beneficiary, victim, representative, self-service website user, etc.), we may additionally collect your data on health, real estate, etc.

For what purposes do we process Personal Data?

- › Submission of proposals for mediation (brokerage) or conclusion of an insurance contract;
- › Brokerage (consultation) in concluding and executing an insurance contract;
- › Claims administration;
- › For the proper and lawful execution of contracts and other agreements concluded in writing or orally between us and the service recipient / supplier;
- › For the identification of a natural person (on our websites for a specific purpose).

What is the legal basis for the processing of Personal Data?

When storing or transferring personal data, we follow the requirements for the processing of personal data established in the Law on Legal Protection of Personal Data of the Republic of Lithuania, the General Data Protection Regulation of the European Union and the Law on Insurance of the Republic of Lithuania, and other legal acts related to personal data protection.

The legal basis for the processing of personal data is a mutual cooperation agreement with us or an authorization to represent you (the policyholder, the insured, the victim or another person) in relations with the insurer (s). Personal data, in particular health data or other special categories of data, may also be processed with the consent of an individual.

Consent to the processing of personal data may be revoked simply and free of charge by submitting a free-form written request expressing such will, signed electronically, or by visiting any of our offices with an identity document and submitting the originally signed request.

Where we get your Personal Data from?

We receive personal data from the data subjects themselves or from third parties who have the right to provide it in accordance with the law or have your consent to provide your personal data to us for a specific purpose (e.g. the employer provides personal data of insured employees for health insurance or other types of insurance), as well as data can be obtained from state registers, such as SE Center of Registers, SE Regitra, and other institutions or insurers (e.g. by connecting to databases for brokers).

To whom we provide your Personal Data?

We may transfer personal data to an insurer, reinsurer or, in individual cases, another intermediary if you wish to conclude an insurance contract and / or need to do so and / or in the event that caused you or another person harm or other legitimate reasons or a legitimate interest basis. Personal data may also be disclosed to other third parties at the request of the data subject, or in other cases provided for by law. Personal data may also be provided to law enforcement authorities on a legal basis.

How and for how long we store your Personal Data?

The collected personal data is stored in printed documents or (and) in our information systems (e-mail, its regular copies, internal databases and internal folders, self-service system). We protect your personal data to the extent required by law or for data processing purposes if they provide for a longer retention period. Personal data is generally stored for as long as the contractual relationship may give rise to reasonable claims, but for no longer than 7 years from the end of the contractual relationship with us.

What we follow when protect your Personal Data?

When processing personal data, we implement a carefully designed internal personal data policy (rules) that helps protect personal data from accidental or unlawful destruction, alteration, disclosure, and any other unlawful processing. We apply physical, technical and software data protection measures. In addition, our security activities include periodic testing of personnel, information, IT infrastructure, including intrusion into internal networks and websites, as well as maintenance and protection of office buildings and technical equipment.

What rights do you have being a data subject?

- › Receive information about your personal data, where and how personal data is collected and how we process it;
- › Apply for the correction or supplementation of personal data, discontinuation of processing, destruction if the data are incorrect, incomplete or inaccurate, or if they are no longer needed, depending on the purposes for which they were collected;
- › Contact us with a request to destroy personal data or suspend their processing (except for storage);
- › You also have the right to data portability and the right to request the deletion of data ("right to be forgotten") or to request a restriction on their processing.

To exercise the rights granted to you, you can contact us directly at: Ulonu str. 2, Vilnius or send us an electronically signed request via electronic channels. Other methods are not possible because they do not allow us to identify you. We will provide you with an answer no later than 30 days from the date of contact. If necessary, this period may be extended to two months, informing you of the reasons for such a decision in the manner specified by you.

When and what cookies are used by us on our Internet or Self-Service Websites?

We use cookies on our websites in certain cases where it is important for us to identify you, your login session ID no. and /or to store the security code. However, we do not use any cookies that collect or store a visitor's personal data.

Contact us:

If you have any questions, please contact us in any way convenient for you: via email: info@ivp.lt, phone: +370 5 219 7601, regular post (Ulonu str. 2, 08245 Vilnius) or visit our office.

If the issue cannot be resolved otherwise, you have the right to contact the State Data Protection Inspectorate (A. Juozapavičiaus str. 6, 09310 Vilnius, email ada@ada.lt, tel. (+370 5 271 2804), which is responsible for proper data protection regulation in accordance with current legislation.