

Privacy policy

e-mobi is a network of fast-charging stations for electric vehicles and a Driver's Portal for managing it. The **e-mobi** brand is owned by the State Road Traffic Safety Directorate (CSDD), address: S.Eizensteina iela 6, Riga, LV-1079, unified registration number: 40003345734. The client portal is maintained and administered by FITEK AS (FITEK) on behalf of CSDD, address: Dēļu iela 4, Riga, LV-1004, unified reg. No. 40003380477.

Decisions on privacy, personal data protection and other measures for the secure processing of data at the enterprise level are taken by senior management of companies. The decisions are coordinated with the Data Protection Specialist (DPS).

The **e-mobi** Data Processing Manager is FITEK, which collects personal data and defines the purpose and means of processing it.

Processing of personal data FITEK is required to prepare or execute contracts, provide services to clients. This includes, but is not limited to, the provision of services through various initiatives, etc.

FITEK collects and processes personal data about clients in to provide services, manage customer relationships and fulfil our promise to existing or potential clients. We collect and process the following personal data:

1. Preparation of contracts with customers, as well as supply of requested offers and information to our clients.
2. Conclusion of the agreement between FITEK and the Customers and provision of the services provided therein.
3. Providing support to our Customers.
4. Continuous improvement of services through Customer Feedback.
5. Abuse of our services and protection of equipment, including the use of video surveillance for this purpose. Video surveillance records are kept for no longer than 60 days, unless necessary for the consideration of specific cases.
6. Invoicing, payment processing.
7. Evaluation Customers who apply for e-mobi cards that require a credit assessment.
8. Providing opportunities to participate in various e-mobi marketing activities.

We act in accordance with our legitimate interests, and we process data about existing and potential Customers also in direct marketing needs. In order to provide Customers with relevant content, FITEK processes existing and potential Customer data collected in sales negotiations or when a person has shown interest in receiving **e-mobi** offers.

Your personal data is usually obtained directly from you, which means that you have voluntarily provided us with this data in order to receive certain services or to conclude an agreement. Sometimes we can collect information about you from people who are directly related to you - for example, your manager or family member, giving us your contact details as a contact or family member. We can have your pictures recorded in our CCTV systems.

If the Customer chooses not to provide FITEK with his data or do not provides permission to process them, then it will not be possible to receive the services in electric vehicle charging stations.

e-mobi also use cookies and other technologies for **e-mobi** websites to provide general online services. We collect information sent by the Customer to us, such as a name, email address and phone number. We also collect data about the user interface with our websites and apps. We also collect information from your computer or device, such as your IP address, browser and language settings. With your permission, the app also provides Customers with location services, such as searching for the nearest charging station or developing a route and sending information to Customers.

e-mobi uses third-party service providers to help us manage certain activities on our behalf, such as receiving services, using the portal, processing payments, performing credit checks, sending emails and mails, providing ads, tracking the effectiveness of our marketing campaigns, and analysing use our websites and applications or to provide Customer support. Therefore, in order to provide such services, we transfer the Customer's personal data to our co-operation partners, but only to the extent necessary to enable them to provide services on our behalf and to make sure that they comply with data protection rules.

We may share your personal data with our business partners or suppliers, if there is a legitimate interest in doing so from the point of view of business management, and if permitted by law, or if you have agreed to such exchanges of data.

Fitek carries out personal data processing in a safe way. All IT systems that are created, integrated, purchased or used are based on the principle of processing personal data to the maximum extent possible. If necessary, we use encryption and pseudonymisation. We grant access to personal data only to those individuals who need it to fulfil their duties. All employees processing personal data are properly trained.

If a processor is used, we carefully evaluate the partners to whom we transfer your personal data in order to be sure that they meet the requirements of data protection law. An agreement has been reached with each processor on the information security commitment.

Personal data is not processed for longer than necessary. Data is retained for the whole duration of the contract and beyond the period specified by law after termination.

FITEK adheres to the principle of data minimization and guarantees that, by providing you with products and services, only the minimum amount of personal data that is necessary to provide a service is collected.

The customer has the right to request access to its personal information. However, before providing such information, FITEK must satisfy itself as to the identity of the Client. The Customer has the right to object to the processing of personal data, withdraw consent, request the deletion or correction of his personal data, and the right to data portability.

The Customer has the right to submit a complaint regarding the processing of his data to the Supervisory Authority.

You can contact our Data Protection Officer by sending an e-mail to info@e-mobi.lv or by writing a letter to Data Protection Officer, FITEK, Dēļu iela 4, Rīga, LV-1004.

For any questions, you can also contact **e-mobi** customer service at: 1859 or email: info@e-mobi.lv