

Information about the Data Controller:
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Privacy Policy

Taking care of your privacy and personal data protection, incl. your right to access information, SIA RIGAAPARTMENT.COM (hereinafter - RIGAAPARTMENT), in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and the free circulation of such data (hereinafter - the Regulation), developed this Privacy policy.

The purpose of the privacy policy is to provide RIGAAPARTMENT's customers - a private person - with information about the types of personal data to be processed, the purpose of processing, the legal basis, as well as about the rights of the natural person as a data subject.

1. Definitions

Customer – 1) any private person who uses, has used or has expressed a desire to use the Services, or visits RIGAAPARTMENT apartments or aparthotel premises (including conference rooms and parking), RIGAAPARTMENT website <https://rigaapartment.com/> or pages on social networks (Facebook, Twitter, LinkedIn, Instagram), as well as legal representatives, authorized persons, contacts, payers of these persons;

2) any private person who is related to RIGAAPARTMENT's customers or cooperation partners – legal entities, such as shareholders, board members, company representatives, signatory persons, beneficial owners.

Personal data - any information directly or indirectly related to the Customer (written, audio, video, electronic) that refers to an identified or identifiable private person, such as name, surname, date of birth, residential address, telephone number, e-mail address, photo, as well as other information that allows identification of the private person.

Services - any services, consultations and products that RIGAAPARTMENT provides to the Customer in person or via the website, mobile app, phone, video stream or other channel, as well as products and services of carefully selected cooperation partners.

Processing - any action or set of actions relating to Personal Data, performed with or without automated means, including collection, registration, organization, storage, adaptation, transformation, retrieval, use, combination, recording, erasure or destruction.

Data controller - RIGAAPARTMENT. Detailed information about the Data Controller is provided at the top of this Policy (Information about the Data Controller) and at website: <https://rigaapartment.com/> (in the “Contacts” section).

Data processor - a person who performs Personal Data Processing on behalf of RIGAAPARTMENT.

2. Purposes and basis of personal data processing

2.1. RIGAAPARTMENT processes Personal Data for one or more of the following purposes:

2.1.1. it is necessary to ensure the provision of Services or to express the commercial offer requested by the Customer (Article 6, Clause 1, subparagraph "b" of the Regulation);

2.1.2. it is necessary for the execution of the applicable regulatory acts (Article 6, Clause 1, subparagraph "c" of the Regulation);

2.1.3. it is necessary for the implementation or protection of RIGAAPARTMENT's legal interests (Article 6, Clause 1, subparagraph "f" of the Regulation).

2.2. With the express consent of the Customer, RIGAAPARTMENT also processes Personal data for the following purposes (Article 6, Clause 1, subparagraph "a" of the Regulation):

2.2.1. it requires RIGAAPARTMENT's commercial notice, it contains information about news, stock campaigns, events, discounts, etc. for sending or observing the Customer's buying habits (profiling);

2.2.2. this is necessary to ensure the provision of content on the RIGAAPARTMENT website in the most efficient way for you and your computer, as well as for the collection and analysis of statistical and marketing information (cookies).

3. Types of personal data

Types of Personal Data collected and processed by RIGAAPARTMENT:

Identification data - name, surname, personal identification number, date of birth, personal identification document data (number, date and place of issue, issuing country);

Contact information - address, phone number, e-mail address, language of communication, messenger of communication.

Financial data – bank card number, bank account number, method of payment, payment details, period of use of Services (dates of entry/exit), amounts of Services provided and paid for;

Reliability and research data- data on payment discipline, data that allows to carry out Customer research measures and to make sure of compliance with international sanctions;

Data obtained or created in the fulfillment of legal obligations, such as data provided by RIGAAPARTMENT to authorities such as tax authorities, courts, law enforcement authorities;

Habits, choices and satisfaction data, such as the activity of using the Services, the Services used, special Customer wishes, personal settings, answers to survey questions, Customer satisfaction, as well as hobbies and/or personal habits that may affect the Customer's health;

Relationships with legal entities data, such as data submitted by the Customer or obtained from public databases or third parties as service providers for conducting transactions on behalf of the relevant legal entity;

Data obtained in order to prevent or detect criminal offenses against RIGAAPARTMENT property or Customers, for example, by conducting video surveillance in RIGAAPARTMENT apartments or aparthotel premises, incl. in the conference rooms and parking lot - person's image and behavior (appearance, behavior), image recording place (room, location of the camera), image recording time (date, time, start and end of the recording), when the person is in the video surveillance reception area. Video surveillance is not carried out in places where the Customer expects increased privacy (toilet, etc.).

4. Personal data sources

4.1. RIGAAPARTMENT mostly obtains Personal Data from the Customer himself, for example, when the Customer makes an apartment reservation (in person or using our website), RIGAAPARTMENT requests Identification Data, Contact Information and Financial Data from the Customer. In addition, in accordance with the requirements of the Tourism Law, the accommodated foreigners fill out and sign declaration form (rent contract).

4.2. Before concluding a contract with the Customer, RIGAAPARTMENT independently collects Data on reliability and research, both from public sources (<https://sankcijas.fid.gov.lv/> and/or <https://sankcijas.lursoft.lv/>) and from its own data carriers, if this data is there.

4.3. When the Customer visits our website and looks at the information on it, RIGAAPARTMENT uses cookies Hzet, which ensures the safety of using the website.

5. Personal data storage period

Personal data will be stored no longer than necessary for the specific Processing purpose for which the relevant data is obtained or as defined in the relevant Normative legal acts.

RIGAAPARTMENT will process Personal Data as long as the contractual relationship with the Customer exists. In cases where the Processing takes place based on the Customer's consent, Personal Data will be stored as long as the relevant consent is valid.

Other storage terms are determined in the following cases:

- 5.1. Completed tourist declarations (rent contracts) are stored for 1 year from the date of filling;
- 5.2. Customer identification data, Financial data and Data on reliability and research are stored for 10 years from the end of the business relationship;
- 5.3. Personal data Processed in connection with the video surveillance carried out by RIGAAPARTMENT will be stored no longer than necessary, with a maximum storage period of 90 (ninety) days from the moment of recording, unless another purpose of Processing arises (for example, in connection with a criminal investigation).
- 5.4. Information about the Customer's bank card is automatically deleted 10 days after the end of the reservation and the Customer's departure.

6. Personal data transfer to the third parties

For the provision of services, RIGAAPARTMENT may transfer the Customer's Personal Data to the following recipients:

- institutions and officials, such as supervisory authorities, tax authorities, law enforcement institutions, sworn bailiffs, sworn notaries, courts, out-of-court dispute resolution institutions;
- third-party payment service providers, if RIGAAPARTMENT has a legal obligation and/or contractual obligation to provide such persons with access to the Customers's Personal Data, credit institutions and financial institutions;
- Service intermediaries, RIGAAPARTMENT partners (contractors and suppliers), who ensure the provision of the service requested by the Customer, as well as RIGAAPARTMENT's accounting, legal, debt collection, etc. service providers;

RIGAAPARTMENT will not transfer more Personal Data than is necessary for a specific Processing purpose. Recipients of Personal Data may Process Personal Data as Data Processors and/or as Data Controllers. When the Recipient of Personal Data Processes the Customer's Personal Data on his own behalf as a Data Controller, he is responsible for providing information to data subjects about such Personal Data Processing. In such a case, RIGAAPARTMENT advises the Customer to contact the recipient of this Personal Data to obtain information about the Personal Data Processing.

7. Personal data transfer outside the EU/EEA area

7.1. RIGAAPARTMENT uses the operating system Cloudbeds (www.cloudbeds.com) for all bookings with RIGAAPARTMENT. RIGAAPARTMENT sends to this partner necessary Personal Data: name, surname, identity document data, e-mail, telephone number, reservation number, data on the Services used and their value.

Cloudbeds is an American company, where an equivalent level of data protection of private persons is applied in the processing of personal data - data processing will be legal and proportionate, data will be safe, data subject's right to control their data will be respected.

For additional information, see <https://www.cloudbeds.com/privacy-policy/>

7.2. To process electronic payments, RIGAAPARTMENT uses the payment service Stripe (<https://stripe.com>) of the company While Stripe, Inc. When you pay for the room or apartment reservation on our website, RIGAAPARTMENT sends the necessary Customer Personal Data to this partner: name, surname, bank card details, e-mail, reservation number.

While Stripe, Inc. is an American company, where an equivalent level of data protection of private persons is applied in the processing of personal data - data processing will be legal and proportionate, data will be safe, data subject's right to control their data will be respected.

For additional information, see <https://stripe.com/en-gb-lv/privacy>

8. Personal data subject's rights

In accordance with the Regulation and legislation of the Republic of Latvia in the field of data protection, the Customer has the following data subject rights:

- get confirmation whether RIGAAPARTMENT Processes the Client's Personal Data and, if Processed, then also access to them;
- request correction of the Customer's Personal Data if they are inadequate, incomplete or incorrect;
- request the deletion of the Customer's Personal Data, if this does not contradict the Regulation;
- limit the Processing of the Customer's Personal Data, if it does not contradict the Regulation;
- objects to the Processing of the Customer's Personal Data for marketing purposes;
- receive Personal Data provided by the Customer and processed on the basis of consent or contract performance;
- withdraw the given consent to the Processing of the Customer's Personal Data.

The Customer can use data subject's rights by submitting request with electronical signature to RIGAAPARTMENT by e-mail, or in private at RIGAAPARTMENT office, or by agreeing with RIGAAPARTMENT on another option that allows the Customer to be clearly identified. The answer to the data subject's request will be provided no later than one month after receiving the request.

The right to the protection of personal data is not an absolute right and may be limited in certain circumstances, that is, the Customer will be provided with information that RIGAAPARTMENT is entitled to provide to the data subject, taking into account that the right of access must not negatively affect the rights or freedoms of other persons.

If the Customer believes that the Customer's rights and interests, which are determined by legislation in the field of data protection, have been violated in the Processing of the Customer's Personal Data, then the Customer may submit a claim. The claim can be submitted to the Data State Inspectorate at www.dvi.gov.lv or to the supervisory authority in the EU member state of the Customer's permanent residence or workplace.

9. Policy validity and amendments

RIGAAPARTMENT has the right to unilaterally amend this Policy at any time in accordance with the law by announcing the amendments on the RIGAAPARTMENT website.

This Policy original version is in Latvian, translated to English and Russian. In case of linguistic or interpretation disputes, disagreements or claims, Policy text in Latvian is legally binding.

This Policy last update on March 31, 2023.