

## **PRIVACY POLICY**

Please note that this website uses cookies.

By continuing to use this website, you acknowledge that you are aware of the use of cookies and the processing of personal data in accordance with the privacy policy.

### RRC Privacy Policy

#### About us

Data Controller: Limited Liability Company (LLC) RRC, registered in the Enterprise Register of the Republic of Latvia with registration No. 40203313568 (hereinafter – RRC).

In the Privacy Policy, the use of any word ‘you’, ‘your’ or similar expressions means any visitor of <https://perkonsenergy.com> (hereinafter – the Website). Terms such as ‘we’, ‘our’ or similar expressions mean PILECRITTER.

The Privacy Policy shall explain how RRC shall process personal data, the procedures for exercising the rights of a data subject and issues related to the protection of personal data. The Privacy Policy of RRC shall apply to the processing of personal data by and in connection with the operation of the RRC Website. Customers who purchase goods on the Website are subject to the additional terms and conditions set forth in the General Terms and Conditions as well.

When processing personal data, RRC shall comply with the provisions of the General Data Protection Regulation No. 2016/679, as well as the requirements of the Personal Data Processing Law of the Republic of Latvia.

#### Your Privacy

We would like to emphasize that RRC products and the Website are mainly intended for professional users (companies), therefore, the processing of personal data is not the main purpose of the operation of the Website.

At the same time, we understand that personal data may be processed on the Website and in our operations, therefore, our goal is to inform you as clearly and comprehensibly as possible regarding how

and why we use personal information and to make individuals feel safe in disclosing their personal data to us. Personal data is any information that can be used to identify an individual who is a natural person.

We take appropriate measures to ensure that personal data is always safe with us and that your personal data is processed in accordance with applicable data protection laws, our internal policies, and procedures.

We shall protect your personal information and respect the confidentiality of everything we do. The policy allows you to find out what data we may collect about you, how we will use it, and provides information regarding your rights and how you can contact us.

The Privacy Policy may be changed or supplemented at any time. The current Privacy Policy will be published on this Website. Any version of the Privacy Policy published on the Website shall supersede all previous versions of the Privacy Policy and shall enter into force immediately after its publication.

What categories of personal data do we collect and why?

- Provision of services (sale of equipment) and support

Categories of personal data

- Personal information (name, surname)
- E-mail address
- Phone number
- The name of company (if specified)
- Registration number of company
- Country, address
- Delivered product or product you are interested in, product group
- Method of delivery of goods, process
- Payment type
- Payment information (e.g., current account number, payment card data)
- IP address
- Basic information about third parties receiving the goods
- Customer, order and/or invoice number

Legal basis

Different legal bases can be used for the sale of goods, preparation of the delivery documentation and assurance of delivery, delivery of goods and preparation of documentation, as well as for the invoicing:

General Terms and Conditions and the contract between you and RRC on the purchase of goods and use of the Website.

In order to conclude a contract on the purchase of goods at your invitation or interest (including preparation and sending of an offer).

Our legitimate interest in selling goods, providing information, and providing a service for goods sold.

Fulfillment of obligations specified in the regulatory enactments (including bookkeeping and settlement recording, ensuring the conformity of goods).

#### Categories of personal data

- Personal information (name, surname)
- E-mail address
- Company name (if specified)
- The information contained in your report

#### Legal basis

To provide support and after-sales service – General Terms and Conditions and the contract between you and RRC on the purchase of goods, as well as our legitimate interest in improvement of service and promoting the sale of goods.

- Direct marketing, advertising, and information materials

Upon receipt of your consent, we shall inform you regarding various news and current events related to our and our partners' services, promotions, and offers. If you would like to receive our newsletter, you shall indicate it on our Website or by applying in another way offered.

Upon receipt of your consent, we will personalize communication and offers and data profiling, including considering the product groups of interest, previous purchases (purchase history), information provided to us, current offers for the location (country, region), as well as considering the language of communication, we will select the offers that would best suit your interests and needs

#### Categories of personal data

- Personal information (name)
- Company name (if specified)

- Contact information (e-mail address, telephone number)
- Types of goods of interest

Legal basis

For sending personalized communication – your consent.

Categories of personal data

- Country
- Previously purchased products
- Previously communicated products.

Legal basis

For preparation and profiling of offers, for adjustment of the language of communication – your consent.

- Applications from distributors and partners

Upon receipt of applications (in the data entry field of the Website or by e-mail) from the potential cooperation partners (distributors, equipment service companies), we will review them to evaluate the cooperation opportunities and to be able to respond. In such cases, the purpose of the data processing is related to legal persons. However, for the sake of clarity, we would like to draw attention to the fact that the data of individual natural persons may also be indicated in the processing of applications.

Categories of personal data

- Personal information (name, surname)
- Company name (if specified)
- Contact information (e-mail address, telephone number)
- Type of cooperation you are interested in

Legal basis

For sending personalized communication – your consent.

- Data you provide when communicating with us.

When you contact us or we need to inform you to respond to your request, to process your application or contact you in the cases specified in the applicable legislation, we may identify you and contact you using the contact information available to us (telephone number, e-mail address, postal address), request additional identifying information if it is necessary to adequately protect your privacy or to fulfill our obligation, as well as to inform our partners to be able to better respond to your wishes or improve our products and services.

#### Categories of personal data

- Personal information (name, surname)
- Other identifying information
- Contact information (address, e-mail address or mobile phone number)

#### Legal basis

To fulfill a legal obligation under applicable law.

Our legitimate interest.

- Investigation and prevention of illegal activities against us

To detect and prevent illegal activities against RRC (such as investigating and preventing breaches, protecting and improving our IT systems, preventing attacks and intrusions or unauthorized editing or blocking of access to the Website, preventing spamming, phishing or other unauthorized activities), we may collect and process the data available to us, including by handing it over to the law enforcement agencies or IT security incident prevention institutions.

#### Categories of personal data

- User-generated data, history of visits, data related to the devices used and their settings, such as language settings, time zone, operating system and platform, IP and MAC addresses, browser settings, other information about the use of the Website and RRC services, other identifying information

#### Legal basis

Our legitimate interest to prevent the misuse of services or disruption of services, or to investigate and prevent a criminal offense against the company.

To fulfil a legal obligation under applicable law.

From what sources do we obtain personal data, how accurate is it?

We collect personal data from you. We collect the information we receive when you visit and use the Website, providing us with data (including data you provide us before receiving our service (purchase of goods) or fill in the data entry fields on the Website), as well as the data you provide by contacting us. We may receive data from the service providers, which provides the operation of the Website, including its performance statistics services, counterattack, security, and intrusion protection services.

If the data you have provided to us has changed (e.g., contact information for the receipt of news), you shall notify us immediately by correcting the incorrect or inaccurate data.

To whom do we transfer your personal data?

- Service providers and partners

In order to fulfill our obligations to you, to ensure the operation of the Website and the operation of RRC (including customer service, sales of goods and invoicing), we transfer your personal data to the companies and institutions that provide services to us, such as services related to the maintenance and operation of the Website, or to send direct marketing messages, to ensure the process of purchase of goods and delivery of goods, such as a payment service provider, a supplier of goods or an insurance service provider. Also, RRC operation providers (IT maintenance and data storage service provider, outsourcing accounting provider) may in some cases be considered as processors of your personal data.

Cookies are processed and received by us and our partners, who ensure the operation of the Website, collect, and analyses your activities on the Website.

If you use any information exchange facility or tool on the Website, your data may be transferred to the appropriate partner, which is related to the information exchange or transfer option you have chosen, as well as to the messaging service providers.

Personal data may be so disclosed (transferred) to another person in connection with the transfer of companies, any merger, acquisition, sale of assets, transfer of business to another merchant etc. In such cases, the customer database is not sold (transferred) separately, unless it is related to the transfer of the entire company.

We make reasonable efforts to verify all service providers who process your personal data on your and our behalf. We assess whether the cooperation partners (processors of personal data) apply appropriate security measures to ensure that the processing of your personal data takes place in accordance with our tasks, guidelines, instructions, and legal requirements. These companies are not entitled to use your personal data for any other purpose. We shall transfer your personal data to the third parties involved in the provision of the service of your choice.

- Law enforcement agencies, state, and municipal institutions

To fulfill our legal obligations, we may transfer your personal data to the law enforcement authorities (e.g., the police), state and local authorities upon their request (e.g., the supervisory authority responsible for the protection of personal data). We may transfer your personal data to the law enforcement agencies (e.g., courts) as well as state and local authorities, to defend our legitimate interests in compiling, filing, and defending claims, complaints, and submissions as well.

## Cookies

- Use of cookies

The Website, like many others, uses cookies to help improve the Website experience and ensure that it works well. We invite you to get acquainted with the principles of using cookies.

Personal data may be processed during the use of cookies. By using the Website, you agree to the use of cookies described here (unless your browser is set to not accept cookies). You should consider that if you choose to disable certain cookies, the Website might not be able to function properly.

- Cookie information

The Website is accessed through one of the browsers, e.g., Chrome, Firefox, Safari, Edge, Opera, or others.

Cookies are information that this browser collects and stores when you use our Website. The next time you visit our Website, the browser will remember your actions and do some of them for you, e.g., select the working language or control the display of the cookie message. With the help of cookies, the Website gains the ability to store the user's individual settings, recognize them and respond accordingly.

- Types of cookies and their purpose

There are several types of cookies – session and persistent cookies. Cookies are classified as first-party or third-party cookies as well. The above concepts are explained below so that you can better understand the nature of cookies and why we use them.

Session cookies allow you to be recognized when you visit a particular website by memorizing any changes or selections on that website so that they are saved on other pages as well. These cookies allow you to use multiple pages of the same website quickly and easily, avoiding the need to process each page you visit separately. Session cookies are non-persistent, i.e., they expire when you close your web browser or end a session on a particular website.

Persistent cookies are cookies that are stored on your device (terminal equipment) for a certain period after the end of an Internet browsing session, therefore, they allow you to store the user's choices or actions on the site and to use them the next time the user visits a website that uses these cookies.

First-party cookies are cookies, which are maintained by the entities administered by the website operator, in this case – us. Third-party cookies maintained by other domains that do not belong to us. Third-party cookies that may be stored on your device (computer, phone or tablet) when you browse our Website.

#### Categories of cookies according to their function

The following categories of cookies are distinguished in the above-mentioned types of cookies:

- Mandatory (short-term, first party): These cookies are essential for you to browse various websites and use their functionality. They are needed to provide the basic functions of the site, i.e., to add items to the shopping cart, to ensure the purchase process and to display the specific version of the page. Without these cookies, you will not be able to receive the necessary services and the full operation of the website will not be possible.
- Performance cookies (long-term, first-party, and third-party): These cookies collect information about how visitors use websites, such as which sites they visit most often. The information collected through cookies is mostly aggregate, therefore, direct identification is almost impossible. The information is used to make the website work better only. Sometimes these types of cookies can be called analytical cookies as they help to gather more information, e.g., how a visitor uses the website and what links are used. The cookie administrator may use it to profile your interests and display relevant advertisements on other sites. Analytical cookies generally work by identifying your browser and device.
- Preference cookies (long-term, first-party, and third-party): These cookies allow a specific web page to remember your choice and offer you better, more modern features. These cookies are optional; however, they allow the website to provide advanced features and enhance the user experience by allowing websites to store the information, which you have entered as a user of websites (e.g., user ID, language selection, user location, personal data security settings). The purpose of these cookies is to offer advanced, personalized features to all users. Preference cookies are also used to allow you to use some desired features, such as video playback. These cookies cannot track your browsing activity on other websites.
- Marketing cookies (long-term, first-party, and third-party): These cookies are used as a source of advertising that contains important information for you and is relevant to your interests. They are also used to limit the number of advertisements you see and as an additional tool to measure the effectiveness of advertising campaigns. They usually place advertising systems with the permission of the network operator.

#### How do we use cookies?

- To save personal settings

These cookies allow our Website to remember information that affects the appearance or behavior of the Website. E.g., the language or region you are located at. These cookies can help you change the text size, font, and other elements of websites that can be personalized as well. Cookies also help to use the Website by providing convenient browsing of the product offer, placing an order, and making payments for the ordered product.

- For the recording statistics, visitor flow measurements and network security.

Every time you visit our Website, the analytical software saves cookies anonymously. They help to understand how many users visit our Website repeatedly. In this way, we better understand the behavior of our visitors on the Website, as well as what they prefer and what are their interests. This information is in no way related to other information. E.g., we know that this section is visited by several people a month. But we do not know who they are.

- For advertising purposes

We use cookies to increase the attractiveness of our advertisements to you as a user and to offer advertisers better advertising conditions as well. Cookies are typically used to select advertisements based on what is relevant to the users (re-marketing), to improve campaign performance reports, and to prevent users from seeing advertisements they have already seen. If we have your consent to the processing of personal data for the marketing purposes, including profiling, we may associate these cookies with other of your personal data and use automated processing to create individual profiles, which is later used for personalized advertising purposes.

- How to customize the use of cookies?

In most cases, there is no set way to disable cookies without restricting all or part of the website's functionality. If you are not sure whether cookies are required to take full advantage of the services provided, we recommend you save their settings.

You can customize and disable cookies using the tool provided on the Website when you first open it.

You can delete cookies in your browser; this option is generally available in the 'History of sites you have visited'.

Browsers also allow you to block cookies on your computer, e.g., by using the 'Enable tracking protection' feature. Please note that in this case, the functionality of our Website may be limited. For information on how to set cookies on your browser, visit the website of that browser.

In addition, useful information about their cookies, how to refuse the retention of a cookie, as well as the possibility to exclude the use of various analytical cookies by third parties is available on the website: <https://www.youronlinechoices.com/>.

#### Transfer of personal data outside the European Union and the European Economic Area (EU/EEA)

We always try to process your personal data in the territory of the European Union and the European Economic Area (EU/EEA).

The transfer and processing of personal data outside the EU/EEA may occur if it has a legal basis, namely, to fulfil a legal obligation, to enter or to perform a contract, or in accordance with your consent, and appropriate security measures have been taken.

In certain cases, our processors may be located outside the EU/EEA, however, in such cases we continue to pay attention to the reliability of the processors and the requirements of the General Data Protection

Regulation on preconditions and protection measures for such transfers (e.g., by concluding standard data-protection clauses).

How long is your personal data stored?

All personal data obtained from you is stored for as long as you use our services (including delivery, warranties, or compliance obligations of goods), or until you withdraw your consent if your personal data is processed on that basis. Longer periods of retention of personal data are allowed to meet legal requirements regarding the minimum retention period for documents or information or to protect our legitimate interests.

At the end of this period, we will securely delete your personal data or will make it inaccessible (archiving) or unidentifiable so that it can no longer be linked to you.

We reserve the right to delete or permanently anonymize your data if the legal basis for its use has been lost or it is not necessary for the provision of further services.

You are responsible for storing and deleting the data on your terminal equipment (you shall use the appropriate settings of your Internet browser to clear the cache and cookies).

How do we protect your personal data?

We provide, constantly review, and improve protection measures to protect your personal data from an unauthorized access, accidental loss, disclosure, or destruction. For this, we use modern technology, technical and organizational measures, including the use of firewalls, intrusion detection, analysis software, and data encryption.

However, we recommend that you follow the general security rules of the use of computer and Internet, as well as the protection and storage of your personal data, and we will not be liable for an unauthorized access to and/or loss of your personal data due to your fault or negligence.

What are your rights?

The data subject has general rights under the General Data Protection Regulation and other applicable law, including:

- Access to the personal data

You are entitled to request confirmation from us whether we process personal data relating to you and in such cases, to request access to that personal data, or to provide information regarding the personal data if direct access is not provided.

- Correction of the personal data

If you believe that the information about you is incorrect or incomplete, you are entitled to ask us to correct or supplement it.

- Withdrawal of consent

To the extent that we process your personal data based on your consent, you are entitled to withdraw your consent to the processing of personal data at any time. Withdrawal of consent will not affect the lawfulness of the processing based on the consent given before the withdrawal, as well as in cases, where the processing is carried out under another legal basis.

- Objection to the processing of data for the purpose of delivery of addressed information

You are entitled to object at any time to the processing of your personal data for the purposes of direct marketing, delivery of addressed information.

- Opposition to Processing based on a Legitimate Interest

You are entitled to object to the processing of personal data, which we process based on our legitimate interests, however, if we have a good reason to continue processing your personal data, we will continue to process your data even if you object. To exercise the above-mentioned rights, please submit a written application to us.

- Deletion

In certain circumstances, you are entitled to ask us to delete your personal data, however, this does not apply in cases where the law requires us to retain the data. To exercise the above-mentioned rights, please submit a written application to us.

- Restriction of Processing

In certain circumstances, you are entitled to restrict the processing of your personal data. Please note that if you request your data processing to be restricted, it may affect your ability to receive our services and to purchase goods. To exercise the above-mentioned rights, please submit a written application to us.

- Data Transfer

You are entitled to receive or transfer your personal data to another data controller. This right includes only the data you have provided to us based on your consent or contract, as also, if the processing is carried out automatically. To exercise the above-mentioned rights, please submit a written application to us.

What law governs the operation of the Website?

The operation of the Website, as well as all relations between you and RRC are regulated by the legislation of the Republic of Latvia, as well as the applicable legislation of the European Union.

What governs the processing of data on other linked websites?

The RRC Website may contain links to the third-party websites that have their own terms of use and personal data protection, for which RRC is not responsible.

Who may I contact should I have any questions?

If you have any questions, comments or requests regarding the Privacy Policy or the processing of your personal data, please contact RRC.

If you are not satisfied with the response you have received, you are entitled to lodge a complaint with a supervisory authority.

Contact Information of Data Controller:

To contact us, you can write to [info@rrcltd.com](mailto:info@rrcltd.com) or:

LLC RRC, Ogres nov., Ogresgala pag., Ciemupe, "Bezdelīgas", LV-5001,

Phone: +371 20 020 375.

List of cookies used on the Website

The terms of use (validity) of cookies used on our Website are indicated as the maximum and you can delete cookies earlier by yourself.