

Privacy policy

This Privacy Policy governs the use of the SIA "C&T Rental" website www.lawood.lv and (or) mobile application.

This Privacy Policy provides information on how your personal data is collected, used, stored and processed, so please read this Privacy Policy carefully before you start using the services of SIA "C&T Rental". If you do not agree to this Privacy Policy, we recommend that you do not use the SIA "C&T Rental" www.lawood.lv website and (or) mobile application.

The controller of your personal data is SIA "C&T Rental", legal entity registration number 40103821243, address: Rītausmas iela 4A, Riga, Latvia, contact phone number +371 20577992, e-mail address: info@lawood.lv (hereinafter – SIA "C&T Rental" or "We").

1. For what purposes and what personal data do we collect?

1.1. Data is collected from you when you submit an order and enter the necessary data to fulfill it or contact us with a request, question, complaint, etc.

1.2. We collect and process only relevant and relevant personal data about you that is necessary for the purposes for which we process it.

1.3. Taking into account the services, features and other interactions we provide to you and the use you make of them, we may process the following personal data about you:

Data category	How we use data	Why we use data
Your name, surname, telephone number, company details for legal entities.	<p>By contacting us at the phone number you provided when you placed your order, when you order the product and enter your details, but do not make the payment.</p> <p>Such data is stored for this purpose for no longer than 1 year from the end of communication with you.</p>	<p>This is necessary in order to be able to use the phone number you provided in order to contact you and help complete the payment process you have started and provide advice on any issues that may have arisen. In this way, we strive to provide high-quality services that meet your wishes, in accordance with our legitimate interests, ensuring that you have the opportunity to purchase the goods you need. You can at any time express your disagreement with such use</p>

		<p>of your data by contacting us by e-mail: info@lawood.lv or during a conversation with our employee.</p>
<p>Your residential address.</p>	<p>By delivering your purchased goods to your specified payment and/or delivery address, preparing the order and issuing an invoice.</p> <p>We will store your data for this purpose for no longer than 10 years from the date of the transaction.</p>	<p>This is necessary to fulfill our contractual obligations to you. We will not be able to ship or provide you with the opportunity to receive the ordered goods if you do not provide your name, surname, address and contact information.</p>
<p>Your phone number and email.</p>	<p>By sending you information about our new products and services and sending quality assessment questionnaires via email or SMS to your phone number.</p> <p>For this purpose, we will store the data for no longer than 2 years from the date of receipt of your consent or until you revoke your consent.</p>	<p>The purpose of these activities is to provide you with the latest information and to improve the quality of our services. We provide this information only with your consent.</p> <p>You may withdraw your consent to such use of your data at any time by contacting us by email: info@lawood.lv or using the revocation link available in the email or SMS message, or during a conversation with our employee.</p>
<p>Identification data: First name, Last name, telephone number, e-mail.</p>	<p>Organizing competitions.</p> <p>Your data is stored for this purpose for no</p>	<p>This is necessary to be able to fulfill our contractual obligations to you. If we cannot use your data, you will not be able to participate</p>

	<p>longer than 2 years from the end of the competition, and in the case of winning prizes – for no longer than 10 years from the awarding of the prize.</p>	<p>in the competition and win. In the event of winning prizes, we process personal data to comply with the requirements of the laws applicable to us.</p>
<p>Identification data: First name, Last name, telephone number, e-mail.</p>	<p>To identify you when you place an order by phone.</p> <p>Your data is stored for this purpose for a maximum of 1 year from the date of order placement.</p>	<p>This is necessary to process your order placed by phone.</p>
<p>Date of birth data.</p>	<p>To find out your real age.</p> <p>We will store your data for this purpose for no longer than 2 years from the date of the last transaction.</p>	<p>This is necessary to ensure that the services provided on our website are used only by persons who are entitled to purchase goods online. Clause 1.4 of the Terms.</p>
<p>Information about your interests, place of residence, lifestyle, gender and age.</p>	<p>Providing you with personalized offers.</p> <p>We will store your data for this purpose for no longer than 2 years from the date of receipt of your consent or until you withdraw this consent.</p>	<p>In this way, we will try to better meet your interests. With your consent, you will only be sent offers tailored to you. You can withdraw your consent to such use of your data at any time by contacting us by e-mail: info@lawood.lv or using the revocation link available in the e-mail notification or during a conversation with an employee.</p>

<p>Your payment information.</p> <p>Your order details: ordered goods, their quantity, prices, discounts granted, date and time of order submission. Purchase history.</p> <p>Payment information: payment method, date and time, payment details.</p>	<p>Receiving and refunding money. Selling you goods. Providing assistance, as well as handling refund issues.</p> <p>We will store your data for this purpose for no longer than 2 years from the date of placing the order.</p>	<p>This is necessary to be able to fulfill our contractual obligations to you.</p>
<p>History of your communication with us. (Information you provide, for example, over the phone or via email).</p>	<p>Providing services and assistance to ensure equal and good quality service and protect our interests.</p> <p>Data from such communication is stored for this purpose for a maximum of 2 years from the end of the communication.</p>	<p>This is necessary to be able to fulfill our contractual obligations towards you and to have evidence in case of a dispute regarding the quality of services and/or the fulfillment of your contractual obligations.</p>
<p>Processing of your personal data on social media accounts.</p>	<p>By communicating with you, organizing contests and games on our social media Facebook account, Instagram account, TikTok account.</p> <p>We will process the social network account data you provide in our accounts – account name, profile photo,</p>	<p>We will process the personal data you provide on the basis of legitimate interests – to inform you about current news, communicate with our followers and visitors to our social pages, and, based on statistical information, adapt the information we provide and other activities carried out in the accounts to the needs of the account visitors. You can exercise your right to object to the processing of</p>

	<p>your reactions (“likes”) to published information, comments you leave, content you publish on our account (for example, if you share photos or videos in the comments). For the purpose of organizing games and competitions, we will process your personal data as described in this Privacy Policy.</p> <p>The personal data you provide when performing certain actions on social networks is processed and stored in accordance with the procedures and within the time limits set by the social network operators, and we cannot influence this in any way.</p>	<p>personal data on social networks in accordance with the procedure established by the social network administrators.</p>
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1.4. We use your personal data for the purposes set out in this Privacy Policy and in cases where it is necessary to exercise or defend legal claims. For this reason, we process your personal data on the basis of legitimate interests to protect and ensure our rights, yours and those of others.

1.5. We may also process your personal data if it is necessary to fulfill our obligations or to protect your vital interests or those of another natural person.

2. Can I object to the processing of my personal data and use the www.lawood.lv website and/or mobile application?

2.1. You have the right to object at any time to the processing of your personal data which is based on your consent. For example, you may object to your data being processed for marketing purposes by opting out of receiving such marketing communications at any time.

2.2. However, if personal data is processed for the purpose of entering into or performing a contract (e.g. your purchase order), you will not be able to submit a purchase order if you do not provide the relevant personal data or do not allow it to be processed.

3. What personal data do we transfer to third parties?

3.1. We want to gain and maintain your trust, so we will only disclose your personal data in essential cases.

3.2. We may transfer your personal data to the recipients specified below:

1. We may provide your personal data to third parties to ensure that you receive the products or services you have requested. We only share your personal data that is necessary to properly fulfill your purchase order and/or provide the relevant service.
2. **We disclose your personal data to service providers.** Your personal data is transferred to service providers, such as delivery companies, call centers and other companies that provide services to the Seller. These persons act as data processors of SIA "C&T Rental", they are carefully selected and in their data processing activities they are obliged to follow the instructions and requirements provided by SIA "C&T Rental" in the data processing agreement or otherwise.
3. In the event of a court proceeding and in other cases provided for by law, your personal data may be transferred to **state institutions** in accordance with the procedures set forth in the legal acts of the Republic of Latvia.
4. We may transfer your personal data to **our insurers and professional advisors** in connection with risk management, professional advice or for the purpose of establishing, exercising and defending legal claims.
5. Financial transactions related to the purchase of goods on the website may be processed by our **payment service providers**. We disclose your financial transaction data to our payment service providers to the extent necessary to perform payment transactions, refunds and handle complaints.
6. For the purpose of providing specific services, we may transfer your personal data to **other service providers**, such as website hosting service providers, server and technical maintenance service providers, email service providers, newsletter sending, survey management, social media account administration, and data protection officer service providers.
7. We may transfer your personal data to fulfill our legal obligations, as well as if it is necessary to protect your interests or those of others.
8. For direct marketing purposes, we may transfer personal data with your consent to our partners who provide us with **marketing services**.

3.3. We will engage only those service providers who have implemented/commit to implementing appropriate technical and organizational measures that will ensure an appropriate level of security for data processing that is appropriate to the risk of violation of the rights and freedoms of natural persons whose data will be processed under the data processing agreement, and such data

processing will comply with the requirements of the General Data Protection Regulation.

3.4. The recipients of the data specified in this section may also be located outside the borders of the Republic of Latvia, the European Union or the European Economic Area. We will only transfer your personal data to third parties that comply with the requirements set out in the General Data Protection Regulation.

3.5. We use our accounts on social networks www.facebook.com; www.instagram.com and [TikTok](https://www.tiktok.com) channels to distribute news and information, organize games and competitions, and analyze certain statistical information. For more information about the processing of your personal data on social networks, please read the privacy policy of the specific social network or platform.

3.6. Social media managers collect statistical data about the activities of social media users (total number of views, “likes”, reactions to posts, video views, country and city, language, age, interests, behavior, gender, etc.).

4. How long do we store your personal data?

4.1. In all cases, we protect your personal data for no longer than is necessary to achieve specific purposes. You can find more information about the retention periods for personal data in Section 1 of this Privacy Policy. "For what purposes and what personal data do we collect".

4.2. A longer retention period for personal data than that provided for in the Privacy Policy is possible only if:

1. there are reasonable suspicions of illegal activities that are the subject of an investigation;
2. Your data is necessary to properly resolve a dispute or complaint;
3. if the data is necessary to ensure the security of the www.lawood.lv website and/or mobile application, e.g., by observing suspicious activities of a visitor or customer, etc.;
4. if there are other special justifications, conditions or cases provided for in legal acts.

5. Marketing communications.

5.1. Upon receipt of your consent, we will provide you with marketing communications via email, SMS, or by calling the phone number you provided so that you can learn about our news and learn about and find our products, including surveys to assess the quality of our services.

5.2. You can opt out of direct marketing communications from us at any time. You can do this:

1. by contacting us by email: info@lawood.lv or using the unsubscribe link in the notification sent to you by email or during a conversation with an employee.

5.3. When you opt out of direct marketing communications, we will reset your personal data processing settings so that direct marketing communications are no longer provided to you.

5.4. If you opt out of direct marketing communications, we will continue to provide you with information about the services you have ordered (for example, the latest information about your order).

6. Your rights.

6.1. This section of the Privacy Policy discusses your rights under data protection law. Some rights cover many aspects, so we only cover the main ones in this Privacy Policy. We recommend that you familiarize yourself with the relevant legislation and the guidelines of the supervisory authorities for full information about these rights.

6.2. You have the following rights related to the protection of personal data:

1. **the right to receive information about the processing of personal data** - You can always find information about the processing of your personal data in this Privacy Policy or by contacting us by e-mail info@lawood.lv;
2. **the right to access your personal data that we store** - You have the right to obtain from us confirmation as to whether we are processing your personal data. You have the right to obtain information about the personal data being processed and about the processing thereof, such as the purpose of the processing of personal data, the categories of personal data, the recipients of personal data, etc. However, you cannot exercise this right in cases where it may adversely affect the rights and freedoms of others;
3. **the right to request correction of your personal data that we hold** - You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed;
4. **the right to ask us to delete your personal data** - can be viewed in Section 7 of the Privacy Policy;
5. **the right to restrict the processing of your personal data** - can be viewed in Section 8 of the Privacy Policy;
6. **the right to object to the processing of your personal data** - you can exercise this right for any purpose for reasons relating to your particular situation, but only to the extent that we use the data in connection with our legitimate interests or those of a third party. If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or for the establishment, exercise and defence of legal claims and/or legal claims;
7. **the right to object to your personal data being processed for direct marketing purposes** - if you do not agree, we will no longer process your personal data for these purposes;

8. **right to data portability** - the right to data portability means that you have the right to receive personal data relating to you that you have provided to us and that we process by automated means. If such technical possibilities exist and you wish, for example, to transfer them to another person specified by you;
9. **the right to withdraw consent to the processing of your personal data** - In cases where the legal basis for processing your personal data is consent, you have the right to withdraw your consent at any time. Withdrawal of consent will not affect the lawfulness of the processing of your data for the period prior to its withdrawal;
10. **the right to lodge a complaint with a supervisory authority** - If you believe that we are violating the legal acts regulating the protection of personal data by processing your personal data, you have the right to file a complaint with the State Data Protection Inspectorate, located at Blaumaņa iela 11/13-15, Riga, LV-10312, <https://www.dvi.gov.lv/lv/>. In all cases, contact us before submitting a complaint so that we can find a suitable solution together.

6.3. If you wish to exercise your rights, or if you have any questions regarding the processing of personal data or the exercise of your rights, please contact us by e-mail: info@lawood.lv

7. How can you request deletion of your data?

7.1. You have the right to request that we no longer process your personal data and that we delete it if at least one of the following conditions exists:

1. the personal data are no longer necessary for the purpose for which they were collected or processed;
2. You withdraw your consent on which the data processing was based and there is no other legitimate basis for the data processing;
3. Your personal data is being processed unlawfully;
4. you do not agree that personal data will be processed to achieve our legitimate interests or those of a third party;
5. personal data is processed for direct marketing purposes;
6. personal data must be deleted in accordance with the requirements of the laws applicable to us.

7.2. Please note that in some cases you may not be able to exercise these rights due to applicable exceptions. These exceptions include cases where the personal data to be processed is necessary:

1. to file a lawsuit, comply with court orders, or respond to court orders;
2. if we are obliged to process your personal data in accordance with the requirements of European Union and local laws and regulations.
3. to comply with our legal obligations;
4. to establish, exercise or defend legal claims.

7.3. You can request the deletion of your personal data in the following ways: by e-mail info@lawood.lv or by phone at +371 20577992

8. Can I restrict the right to process my personal data?

8.1. You have the right to restrict our ability to process your personal data. If you restrict the processing of your personal data, we will no longer take any actions with your personal data, except for storing the personal data. You can restrict the processing of personal data if at least one of the following circumstances applies:

1. Your personal data is inaccurate (personal data processing activities in this case will be limited to verifying the accuracy of the data);
2. Your personal data is being processed unlawfully, but you do not agree to have your data deleted;
3. the personal data is no longer necessary for the purposes of our data processing, but you request that they be processed in connection with the establishment, exercise or defense of legal claims;
4. If you do not agree to their processing based on our or a third party's legitimate interests, the processing of your data will be restricted until the grounds for your objection are verified.

8.2. By restricting the processing of personal data, we may continue to store your personal data, but we will not further process it, except:

1. with your consent;
2. in connection with the establishment, exercise and defense of legal claims;
3. to protect the rights of other natural or legal persons;
4. for important public interests.

8.3. You can restrict the processing of your personal data in the following ways: by e-mail info@lawood.lv or by phone at +371 20577992

9. How can I claim my rights?

9.1. Requests regarding your personal data can be submitted in the following ways:

1. by contacting us by e-mail info@lawood.lv
2. by contacting us at +371 20577992.

9.2. If you believe that your rights have been violated, you have the right to contact the [State Data Inspectorate](#).

9.3. We always want to hear from our customers, and we are also ready to answer any questions that may arise.

9.4. Contact us if:

1. have any questions or feedback regarding this Privacy Policy;
2. you want us to stop using your personal data;
3. you want to exercise your rights specified in the Privacy Policy or file a complaint.

10. How do we use cookies?

10.1. We use cookies on our website. These are small data files that are placed on your computer to help us deliver content faster and more reliably. When you visit or use our websites, or use our services, applications, tools or communication channels, we or our authorized service providers may use cookies to help us serve you better, faster and more reliably, and for advertising purposes.

10.2. Cookies generally do not store any information that could directly identify a user's identity.

10.3. Third-party websites. We may work with third parties (commonly known as service providers) who, with our permission, may place third-party cookies on our websites or in our service delivery locations, applications and tools. These service providers help us provide you with better, faster and more reliable service.

10.4. Cookies do not harm your computer or device in any way. They help us ensure the operation and functionality of our website and/or mobile application, provide you with services, collect analytical and statistical information about browsing the website and/or mobile application, offer advertising and implement marketing activities.

10.5. Please note that third-party cookies are subject to the third-party privacy policies, so we do not assume any responsibility for the privacy policies of third-party cookies.

11. Processing of children's personal data.

11.1. The services provided on our website are intended only for persons who are over 14 years of age and comply with clause 1.4 of the [Terms of Sale and Purchase of Goods](#). Individual loyalty programs or competition conditions may provide for a different, higher, minimum age limit for participants. Only persons who have reached the age of 18 may consent to direct marketing messages.

11.2. If you have reasonable doubts that we are processing the data of individuals who are younger than those specified in this section, we will delete this personal data from our databases.

12. Privacy Policy Changes.

12.1. We may periodically change this Privacy Policy to reflect how we process your personal data.

12.2. When we make significant changes, we will notify you on the website or by other appropriate means of communication, such as email, so that you can review these changes before continuing to use our website.

You can download the Privacy Policy terms [here](#).

Effective from 09.11.2023