

Call Assistant

Description

1. During a phone conversation (hereinafter – a 'Phone Conversation'), Latvijas Mobilais Telefons, SIA, reg. No. 50003050931, legal address: Ropažu iela 6, Rīga, LV-1039 (hereinafter – 'LMT'), customers and other interested parties (hereinafter – the 'Customer') have an option to receive additional visual information directly related to the issue being resolved during the Phone Conversation, such as tutorials, online on their device or to share it with LMT (hereinafter – the 'Service').
2. If the Customer wishes to receive the Service during a Phone Conversation, an LMT employee informs the Customer about the procedure for starting and using the Service.
3. Before starting to use the Service, the Customer is obliged to read this description and the LMT Privacy Policy, which are permanently available on the LMT website and in LMT Customer Centres. By starting to use the Service, the Customer confirms that he/she has read this description and the LMT Privacy Policy.
4. The Service is provided in cooperation with a partner.
5. Customers can access the Service via an Internet connection.
6. The Service is available to the Customer free of charge, but in order to receive the Service, the Customer needs to have an Internet connection on the device.
7. The Customer shall be responsible for any additional costs incurred thereby when contacting LMT, including data transmission.
8. During a Phone Conversation within the Service:
 - 8.1. an LMT employee may demonstrate the Customer information, such as that available on the LMT website and other information directly related to the issue to be resolved during the Phone Conversation;
 - 8.2. the Customer may share information with LMT, e.g., about the device or service about which the Customer is unsure. The information provided must relate only to the issue to be resolved during the Phone Conversation.
9. By submitting the information set out in Clause 8.2 hereof, the Customer confirms that he/she is entitled to submit it and is responsible for the content and legal compliance of the information submitted. Before submitting the information, the Customer shall ensure that it relates to the issue to be resolved during the Phone Conversation, does not contain personal information (e.g. personal identification documents, passwords, etc.) and that no other persons are visible in the image.
10. LMT shall be indemnified and held harmless from any and all third-party claims and demands in relation to the information provided by the Customer, and all liability for such claims and demands shall be borne by the Customer.
11. The Service is provided in accordance with the requirements of the laws and regulations in force in the Republic of Latvia.
12. LMT reserves the right to amend this description at any time. The current version is available on the LMT website and in LMT customer centres.

Information regarding processing of personal data

13. LMT is the data controller and the Business Partner is the processor with respect to the processing of personal data within the Service. Within the framework of the services provided by LMT, data are processed only to the extent and for the period of time required by the nature of the service and the requirements of binding laws and regulations. In order to provide the Service to Customers, basic personal data may be processed. These include the connection number, and in some cases the type of device on which the Customer uses the Service, the time and duration of use of the Service, the image and video provided by the Customer.
14. The purpose of the processed data is to provide support and advice to the Customer on an issue related to the services provided by LMT during a Phone Conversation, by adding visual information.
15. As part of the Service, the Amazon Cloud service is used to store data. Data is processed within the European Union and the European Economic Area and appropriate measures, including data encryption, are taken to ensure an adequate level of protection of natural persons' data. The data encryption technique used conforms to a high security standard and the latest technology.
16. Legal basis for the processing of personal data: the transaction for the provision of the Service to the Customer concluded at the Customer's request during the Phone Conversation as set out in Clause 1 hereof.
17. The Customer has all the rights of a data subject under the General Data Protection Regulation. More information on the protection of personal data implemented by LMT and the rights of data subjects is available in the <https://lmt.lmt.lv/en/privacy-policy/lmt-privacy-policy>, which is an integral part of these Terms and Conditions.
18. If you have any questions about this description or the processing of customer data, please contact info@lmt.lv; Data Protection Officer: personasdati@lmt.lv.