

# LMT CUSTOMER CONSENTS

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**CONSENT is freely given permission of the customer to LMT to process his/her data for a specific purpose.**

**Giving of consents provides the customer with additional opportunities and advantages. Non-giving of consents does not affect the processing of existing data.**

- The customer has the right at any time to withdraw his/her consent, without affecting the processing of data done before the receipt of withdrawal. After the consent is withdrawn, the processing of data for a specific purpose is no more carried out, however, the customer may freely choose to give it anew.
- The customer has the right to request information on the consents given by him/her and other data, and to make changes in his/her data and consents, by applying at any LMT Customer Service Centre or through other communication channels.
- Consent processing controller is "Latvijas Mobilais Telefons", reg. No. LV50003050931, Ropažu iela 6, Rīga, Latvia, e-mail: info@lmt.lv, phone 80768076.
- The full information about the customer's rights and data processing is available in LMT Privacy Policy, [lmt.lv](http://lmt.lv) and [mans.lmt.lv](http://mans.lmt.lv).



## 1. LMT offers

**This consent allows the customers to easily find out about the available offers and latest developments. We may also please the customer with a personal greeting and find out his/her opinion regarding issues he/she is willing to give at surveys.**

- The customer may choose through which channels he/she wants to receive information and through which – not, e.g., e-mail, text messages and phone calls etc.
- For e-mail messages we use smart e-marketing, meaning that we send offers that suit the customer's individual wishes and stop sending what he/she is not interested in.



## 2. Electronic communications metadata for individual cooperation

**Traffic data (e.g., minutes of calls, megabytes) allow providing support to the customer in choosing the most suitable connection and services.**

- Opportunity to remotely help the customer to configure the device (e.g., router of LMT), if technical support is needed.
- Opportunity to already timely inform the customer and offer him/her to purchase an extra device or replace the existing device for more powerful use of the services.



## 3. Automatic processing, incl. profiling for individual cooperation

**It enables to receive much faster servicing – decision-making and answering does not take several hours or even days.**

- The customer always has an opportunity to ask to review this decision with involvement by our specialist.
  - It enables the customer to receive more suitable offers and advantages adapted to his/her needs, as LMT can take into account all cooperation with the customer in general, including information on total duration and amount of cooperation.
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**4. Credit information for individual cooperation**

**It enables us to take into account the wishes of our customer during the whole cooperation. We take care about the customer's ability to fulfil the obligations in long term. Before the purchase of devices and services, it enables to quickly and easily check the creditworthiness, as the customer does not need to submit statements about his/her credit information.**

- The customer can get a much faster response by LMT in respect of the purchase of device or service.
- Undoubtedly, we respect if the customer is not willing that we carry out an inspection in a faster manner. In such situations the customer has the right to inform us about his/her creditworthiness in any other form that gives us assurance about the customer's ability to perform the obligations.
- Likewise it allows stepping towards the customer at times, when the customer wants to solve an important issue through an intermediary.



**5. Location data for individual cooperation**

**Location data enable the customer to find out about the offers available in his/her region.**

- For example, to receive information about a concert, sports event or a new LMT Customer Service Centre opened in the neighbourhood, as well as about the available technologies for the use of services.



**6. Loyalty data for individual cooperation**

**It enables the customer to preserve and by his/her choice at any time (within two years) to restore the accumulated loyalty, by receiving the most suitable offers also if the customer temporarily wants to try the advantages of other service (networks).**



**7. Loyalty data for individual cooperation – LMT offers**

**It enables the customer to preserve and by his/her choice at any time (within two years) to restore the accumulated loyalty, and actively continue communication with LMT, by receiving the most suitable offers also if the customer temporarily wants to try the advantages of other service (networks).**



**8. Electronic communications metadata for the development of smart opportunities**

**The customer has an opportunity to choose to keep up with the social processes and to help to create new opportunities. Data, including traffic and location data (electronic communications metadata), provide support for research and intensity measures, e.g. to reduce congestions.**

- It provides support also for the development of other smart solutions, in order to improve infrastructure. For example, statistics from the signals of mobile devices allows identifying the flow and planning the construction of new roads, or making other improvements.
- Whenever possible, data collection form – anonymization and statistics (so that the person is not identified) – is always preferred.