

PRIVACY POLICY

OF THE VILNIUS COURT OF COMMERCIAL ARBITRATION

This Privacy Policy is intended to inform you about how we, the Permanent Arbitral Institution “Vilnius Court of Commercial Arbitration” (hereinafter referred to as “VCCA”), collect, use and share your personal data provided by you or otherwise collected by us. This is to ensure fair and transparent collection and use of information about you.

We aim to keep you fully informed about the processing of your personal data and the rights of the data subject, irrespective of whether you provide personal data when you communicate with us by telephone, in person, at events or by electronic means (such as through a website), or in any other way of your choice, or when we obtain personal data from third parties.

Your personal data is processed in accordance with Regulation (EU) 2016/679, the Law on Legal Protection of Personal Data of the Republic of Lithuania, as well as other legal acts.

KEY CONCEPTS USED IN THIS PRIVACY POLICY

Personal data means any information relating to a natural person whose identity is known or can be identified, directly or indirectly, by reference to personal data such as name, surname, personal identification number, address, e-mail address, internet identifier, etc.

Data subject means a party to a dispute, an arbitrator, mediator, mediator, expert, witness, participant in trainings or conferences, lecturer, a person who has made an enquiry, a natural person who has signed a contract with the VCCA and/or who is executing such a contract, or a representative or an employee of a legal person, a person who uses the website, or any other natural person whose identity is known to be, or who may be identified through the use of, directly or indirectly, personal data.

Consent of the data subject means any freely given, specific and unambiguous indication of the data subject's will, given in a duly informed context, by means of a statement or an unambiguous act, by which he or she consents to the processing of personal data concerning him or her.

Processing means any activity or set of activities (collection, recording, use, access, storage, disclosure, etc.) carried out in relation to personal data.

The Data Controller is the Permanent Arbitral Institution “Vilnius Commercial Arbitration Court”, a permanent arbitration institution established and operating in accordance with the legislation of the Republic of Lithuania, company code: 195776161, registered office address: M. Valančiaus g. 1A, Vilnius, email address for questions regarding personal data protection and this Privacy Policy is info@arbitrazas.lt.

FOR WHAT PURPOSES AND ON WHAT LEGAL GROUNDS DOES VCCA COLLECT AND PROCESS YOUR PERSONAL DATA?

The VCCA collects and processes your personal data for the following purposes:

In order to ensure the provision of arbitration or mediation or other alternative dispute resolution services to the participants in the proceedings (parties to the dispute, third parties), we process the personal data of the representatives of the participants in the proceedings (legal persons) (name, surname, personal identification number, name of the legal person represented, position, address, telephone number, e-mail address, and the content of the correspondence, other necessary data) and the personal data of the parties to the proceedings (natural persons) and the personal data of their representatives (name, surname, personal identification number, address, telephone number, e-mail address, other necessary data) and the personal data of their representatives (name, surname, personal identification number, the name and surname of the natural person represented, the representative's address, telephone number, e-mail address, the content of correspondence, other necessary data). The personal data are processed for the purposes of our legitimate interests in carrying out our activities and for the purpose of administering the settlement of a dispute to which the data subject is a party.

In order to ensure the selection and appointment (approval) of arbitrators, mediators and experts in cases, to conclude and execute contracts, to be included in the lists of recommended arbitrators and mediators, we process their personal data (name, surname, nationality, place of work, position, education, specialty, qualification, degree and title, experience, knowledge of foreign languages, address, telephone number, e-mail address, content of correspondence, other necessary data). The personal data are processed for the purposes of our legitimate interests in carrying out our activities and for the purpose of concluding and performing a contract to which the data subject is a party, as well as for the purpose of including the person, at his/her request, in the lists of arbitrators and/or mediators recommended by the VCCA.

In order to ensure communication with potential and existing service providers, business partners, to conclude and execute contracts, we process personal data (name, surname, name of the represented legal entity, position, address, telephone number) of employees and representatives of service providers, business partners (legal entities), the content of correspondence, other necessary data) and the personal data of service providers and business partners (natural persons) (name, surname, details of individual activity certificate, business certificate, address, telephone number, e-mail address, terms of contract, other necessary data). The personal data is processed for the purposes of our legitimate interests in carrying out our activities and for the purpose of concluding and performing a contract to which the data subject is a party.

For the purpose of providing of training services (organising, registering for and confirming attendance at trainings, conferences, seminars, providing information on changes to the date, time, location or cancellation of trainings, conferences, seminars, issuing of certificates, etc.) we process the name, surname, workplace (if the employer sends the participant to the training or if the data subject indicates it), information about the training, conference, seminars (topic, date, time, duration, place, speaker), telephone number, e-mail address, video and voice data of the speakers and the participants (in the case of training, conferences, seminars held remotely) and other data necessary for the purpose of providing the training. Where a participant in training, conferences, seminars (a natural person purchasing training, conference or seminar services individually) chooses to be paid after the training has taken place, the date of birth, address shall be processed. Personal data are processed on the basis of consent or the conclusion and performance of a contract.

For the purpose of concluding and executing the training services contract, invoicing and bookkeeping, we process the name, surname, address, telephone number, e-mail address, terms of the contract, information on the execution of the contract, information on the training (subject, date, duration, lecturer), invoice data, payment information, other necessary data. These personal data are processed on the basis of the conclusion and performance of the contract and in order to comply with legal obligations.

For the purpose of administering enquiries received via the website and/or by e-mail, we process the contact person's data, e-mail address, telephone number, the content of the message, any other data provided by the person, the content of the reply provided, and any other information relating to the provision of the reply. The processing of personal data is carried out with the consent of the individual.

For direct marketing purposes (to inform you about our services and products, special offers,

to ask for your opinion about organised events, etc., both electronically and by registered and regular mail), we process your name, surname, address, telephone number, e-mail address and workplace. By consenting to the use of your personal data for direct marketing purposes, you agree to receive offers from VCCA. You may withdraw your consent to the processing of your personal data for direct marketing purposes at any time by contacting us at info@arbitrazas.lt, or by clicking on the relevant withdrawal link in each email sent to you or on the arbitrazas.lt website. Withdrawal of consent does not affect the processing carried out before the withdrawal.

Please be informed that if you are our client (you have participated in events organised by the VCCA, registered for events, concluded a training service agreement, etc.), we will process your e-mail contact data for direct marketing purposes without your consent, in accordance with Article 69(2) of the Law of the Republic of Lithuania on Electronic Communications. In order to pursue our legitimate interest in the proper implementation of the aforementioned provisions of the law, we will process and analyse information about the services/products you have purchased, but this will not cause you any legal consequences or other similarly significant effects.

If you do not agree to such processing of your personal data, you may object at any time using any of the contact details provided in this Privacy Policy.

For the purpose of presenting the VCCA and its activities to the public, we process the personal data of lecturers (name, surname, place of work, position, titles of trainings, seminars (presentations) and other relevant information, education, work experience, publications, other information related to the person's professional activity, photo, video). Personal data shall be processed with the consent of the data subject or for the purposes of the legitimate interest of the VCCA in presenting its activities to the public, provided that the personal data processed are necessary for the purposes of the said interest, are related only to the data subjects' occupational/professional or economic/commercial activities, or that the data subjects are public persons, and the rights and interests of the data subject do not override the interests of the VCCA in this respect

We process personal data collected by means of cookies **for the purposes of the functionality and efficiency of the website, ease of use, speed and security of the website, and other purposes**. For detailed information on the use of cookies, please refer to the section “Why and what cookies we use”. Personal data is processed on the basis of consent and in accordance with the Law on Electronic Communications of the Republic of Lithuania.

The VCCA may also process personal data for other purposes to the extent necessary for the

legitimate exercise of its activities, to comply with legal requirements, to defend itself against claims and lawsuits, and to protect our legitimate interests. Personal data shall be processed in accordance with the requirements of the Regulation and other legal acts.

When collecting personal data, we provide you with information about which data is mandatory, i.e. without which we will not be able to provide the services you have chosen or to achieve the other stated purposes of processing personal data. In some cases, we give you the opportunity to provide optional personal data that will contribute to a better quality of service (for example, data on the position held by the participants of the seminar will help the lecturer to better tailor the content of the training or seminar, etc.).

IMPORTANT: By submitting to us the personal data of other persons (for example, your employees sent to the training courses organised by us, etc.), you are obliged to ensure the lawfulness of the provision of the data (to obtain the consent of these persons, etc.) and to provide them with information on where and how they can access this Privacy Policy.

TO WHOM YOUR PERSONAL DATA MAY BE PROVIDED?

The VCCA is committed to confidentiality when processing personal data. Personal data shall be provided to third parties only if there is a legal basis for the provision of personal data and after assessing the purpose of the provision of personal data and the scope of the personal data provided. We may disclose your personal data to the following recipients:

- to the State Tax Inspectorate, other public authorities where we are obliged to disclose data by law or at your request.
- to service providers (data processors) engaged by the VCCA to provide accounting, document archiving, auditing, consulting, training, asset maintenance and servicing, hardware and software development, support and maintenance, direct marketing messaging, data centre, cloud, communication, website administration and other services to which personal data is provided or access to personal data is granted.
- Personal data may be provided to courts, law enforcement authorities, public authorities carrying out inspections of the institution's activities, other third parties in connection with a merger or reorganisation, or for the protection of the rights and legitimate interests of the VCCA.

Personal data may be provided to other third parties to whom we are obliged by law or regulation to provide personal data, in accordance with Regulation (EU) 2016/679 and other legislation, except where such provision would be contrary to the principle of confidentiality in arbitration or mediation.

We may transfer personal data to third countries on the basis of an adequacy decision of the European Commission, standard data protection terms and conditions approved by the European Commission or the data protection supervisory authority, or at least one of the conditions set out in Article 49(1) of the Regulation, if it is not possible to rely on the preceding decisions of the European Commission or the data protection supervisory authority. We may provide personal data to recipients based in the United States of America who have committed to comply with the Privacy Shield.

HOW LONG AND HOW YOUR PERSONAL DATA WILL BE STORED?

The personal data collected is stored in printed documents and on our information systems.

Personal data are stored for as long as they are necessary for the purposes set out or for the periods set out in the legal acts of the Republic of Lithuania regulating storage periods and procedures.

We store your personal data:

- for the purpose of concluding and performing contracts, for the duration of the contract and for 10 years after the end of the contract;
- for the purpose of administering an arbitration or mediation process, for 1 year after the end of the process, except for personal data in an arbitration award/agreement, which is kept permanently;
- for the purpose of providing training services, for up to 6 months after the end of the training;
- for direct marketing purposes, for 1 year after the last participation in a seminar, until you withdraw your consent or object to the processing;
- for the purpose of public information, for as long as the person (lecturer) cooperates with the VCCA or withdraws consent;

- for the purpose of administering enquiries received via the website and/or by email, for 1 year after the response;
- for accounting purposes, 10 years after the end of the calendar year in which the transaction took place;
- for the purposes of ensuring the functionality and efficiency of the website, user-friendliness, speed and security of the website, personal data shall be processed for the duration of the cookie.

After the expiry of the time limits, the data will be deleted so that they cannot be retrieved, or transferred to a public archive if we are required to do so by law.

When processing personal data, we implement appropriate organisational and technical security measures to protect personal data against accidental or unlawful disclosure or other unlawful processing.

WHAT RIGHTS ARE YOU ENTITLED TO

In accordance with the procedures laid down by law, data subjects shall:

- have the right to know about the processing of their personal data;
- have the right to have access to their personal data and to obtain a copy of it;
- have the right to have inaccurate personal data rectified;
- have the right to request the restriction of the processing of personal data;
- have the right to request the erasure of personal data (“the right to be forgotten”);
- have the right to withdraw their consent to the processing of personal data. Withdrawal of consent does not affect the processing carried out before the withdrawal;
- have the right to object to the processing of their personal data where such data is processed or intended to be processed for direct marketing purposes, except for legitimate interest pursued by the VCCA or by a third party to whom the personal data is provided;

- have the right to data portability.

Data subjects may exercise their rights by contacting the VCCA at M.Valančiaus g. 1A, Vilnius, or by e-mail info@arbitrazas.lt.

How to do so can be found in the procedure for exercising the rights of data subjects, which is presented below.

If the data subject considers that his/her rights have been violated, he/she has the right to lodge a complaint with the State Data Protection Inspectorate (L. Sapiegos g. 17, 10312 Vilnius, www.ada.lt). In all cases, please contact us before filing a complaint so that we can find a suitable solution together.

Should you have any questions regarding the processing of your personal data or if you have any suggestions, please contact the VCCA using the contact details provided above.

HOW YOU CAN APPLY TO EXERCISE YOUR RIGHTS

In order to exercise your rights as a data subject, you need to submit a written request and confirm your identity (one of the following documents must be presented to confirm your identity: a passport of a citizen of the Republic of Lithuania, an identity card, a driver's licence, a passport of a foreign citizen, a personal identity card issued by an EU Member State).

The request must specify which of the above rights you wish to exercise and to what extent.

The data subject may verify his or her identity in the following ways:

- where the request is made in person, by providing proof of identity;
- where the request is made by post, by providing a copy of the document proving identity, certified by a notary public, or a copy of this document certified in accordance with another procedure established by law;
- where the application is submitted electronically, by signing it with a qualified electronic signature.

The requirement for the data subject to confirm his or her identity shall not apply if the data subject requests information on the processing of personal data pursuant to Articles 13 and 14 of Regulation (EU) 2016/679.

If we have any doubts about the identity of the data subject, or if we are unable to establish the identity of the data subject on the basis of the information provided in the request, the VCCA may request additional information necessary to unambiguously confirm the identity of the data subject.

A free-form application may be submitted when applying for the exercise of rights.

Within one month at the latest from the date of receipt of the request, the VCCA will provide you with information on the action taken following the request. If the request is complex or more than one, this deadline may be extended by a further two months if necessary, depending on the complexity and number of requests. In any event, we will inform you of such extension within one month of receipt of the request and the reasons for it.

If the VCCA decides not to implement the request, it will inform you immediately, but at the latest within one month of receipt of the request. You may appeal against such a decision to the State Data Protection Inspectorate and may have other means of redress.

WHY AND WHAT KIND OF COOKIES WE USE

Cookies are text files that are stored in the browser (e.g. Chrome, Firefox, etc.) of the user's device (e.g. computer, mobile phone, tablet) when you browse the www.arbitrazas.lt website and that contain information about your browsing. Cookies allow the website to "remember" your actions and preferences (e.g. login name, language, font size and other display options) for a certain period of time without you having to re-enter them each time you visit the website or browse through its various pages. The first time you visit the website, cookies are transferred to the user's device and are subsequently used to identify the device. This is a common practice when browsing websites, making it easier to navigate the website you have already visited and to access the information published. We do not use the information associated with cookies to identify you.

The website uses cookies to:

- ensure the functionality and efficiency of the website;
- make the website user-friendly;
- improve the speed and security of the website.

We use technical cookies on the website which are necessary to provide certain services on the website and to enable you to browse and use the website features.

Cookies are used to process your IP address, browsing information such as the areas of the website visited or the time spent on the website, etc.