

AS Longo Group privacy policy

Purpose of the Privacy Policy

1. The purpose of the Privacy Policy is to provide the natural person - the data subject, with information on the purpose, scope, protection and term of processing of personal data during the acquisition of data and when processing personal data of the data subject.
2. Personal data is any information about an identified or identifiable natural person. Definitions, explanations and categories of personal data are set out in the Annex "Data categories and storage period".

Scope of application of the Privacy Policy

1. The Privacy Policy applies to ensuring the protection of privacy and personal data in relation to:
 - natural persons – customers (including potential, former and current), as well as third parties who, in connection with the provision of services to a natural person, receive or transfer to Longo any information (including contact persons, payers, etc.);
 - visitors of Longo retail outlets, offices and other premises, including those subject to video surveillance;
 - Visitors to the websites maintained by Longo;
 - persons who have signed up to receive news from Longo;
 - persons who have filled in the application forms on the websites maintained by Longo.

Hereinafter referred to as all the Data Subjects.

2. Longo takes care of the privacy of Data Subjects and the protection of personal data, respects the right of Data Subjects to the lawfulness of the processing of personal data in accordance with the applicable legislation - the Personal Data Protection Law, 27 of the European Parliament and of the Council of 27 2016. Regulation 2016/679 of April on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, hereinafter referred to as the Regulation, and other applicable legislation in the field of privacy and data processing.
3. The Privacy Policy applies to data processing regardless of the form and/or environment in which the Data Subject provides personal data and in which systems or paper form they are processed. Possible places for the provision of personal data of the Data Subject may include, but are not limited to:
 - Longo websites: (e.g. www.longo.lv, www.pardodauto.longo.lv, www.manaautovertiba.lv, www.longo.group, www.longo.ee, www.minuautohind.ee, www.autostvabaks.longo.ee, www.longo.lt, www.parduokauto.longo.lt, www.longo.pl, www.longo.nl, www.longogroup.be).
 - Email.

- Chat channels (e.g. WhatsApp, Messenger, SMS, Instagram, TikTok, Facebook, YouTube, Google Reviews).
 - In paper form.
 - By phone.
 - Oral conversation.
4. With regard to specific types of data processing (e.g. processing of cookies, etc.), environment, purposes, additional, specific rules may be established, of which the Data Subject is informed at the moment when he or she provides the relevant data Longo.
 5. Longo has the right to make additions to the Privacy Policy by making available to the Data Subject by posting its current version on the Longo website.

Manager

1. The controller of personal data processing is AS "Longo Group", legal address: Mukusalas street 72A, Riga, LV-1004, registration number 42103081417, previously and hereinafter – Longo.
2. Longo's contact details in matters related to the processing of personal data are: info@longo.group
By using this contact information or by contacting Longo's legal address, you may ask a question about the processing of personal data. A request for the exercise of their rights may be made under the section "Access of personal data by the data subject".

Legal basis for the processing of personal data

1. Longo processes the personal data of the Data Subject on the following legal grounds:
 - for the conclusion and performance of a contract - to conclude a contract upon the application of the Data Subject and to ensure its execution;
 - for the implementation of regulatory enactments - in order to fulfill the obligation specified in the external regulatory enactments binding on Longo;
 - in accordance with the consent of the Data Subject;
 - in the legitimate interest - to realize Longo legitimate interests arising from the obligations between Longo and the Data Subject or the concluded contract or law.

Longo legitimate interests

1. Longo's legitimate interests are:
 - carry out economic activity;
 - to provide vehicle sales services;
 - verify the identity of the Data Subject before entering into a contract;
 - to ensure the fulfillment of contractual obligations;

- to store the Data Subject's applications and submissions, notes on them, t.sk., made orally, by calling the office, on Internet websites and in the self-service environment;
- analyze the operation of Longo websites, develop and implement their improvements;
- administer the Data Subjects' account on Longo's websites;
- segment the customer database for more efficient provision of services;
- design and develop services;
- promote its services by sending commercial communications;
- send other reports on the progress of the performance of the contract and events relevant to the performance of the contract, as well as conduct surveys about the services and their experience of using them;
- prevent criminal offences;
- provide Longo management, financial accounting and analytics;
- ensure efficient Longo management processes;
- increase the efficiency of service provision;
- ensure and improve the quality of services;
- administer payments;
- to apply to state administration and operational activities institutions and to the court for the protection of their legal interests;
- inform the public about its activities.

Longo purposes of processing personal data

1. Longo processes personal data for the following purposes:
 - For the provision of the vehicle trade service:
 - Identification of the data subject;
 - for the preparation and conclusion of the contract;
 - securing trade;
 - for evaluating the attraction of funding;
 - the examination and processing of objections and the conduct of public opinion studies;
 - preparation of reports;
 - within the framework of risk management activities.
 - For the provision of a financial service.
 - Video surveillance in the sales area and office premises;
 - For the selection of employees;

- Provision of information to State administration institutions and subjects of operational activity in the cases and to the extent specified in external regulatory enactments.
- For other specific purposes, of which the Data Subject is informed at the time when he or she provides the relevant data to Longo.

Principles of personal data processing

1. Longo processes the Data Subject's data using the capabilities of modern technologies, taking into account the existing privacy risks and the organizational, financial and technical resources reasonably available to Longo.
2. Longo may use AI-assisted and automated processing tools in relation to the Data Subject for the purposes described in this Privacy Policy. Such processing does not result in solely automated decisions that produce legal or similarly significant effects without human oversight. Final decisions regarding the Data Subject remain subject to human review, in accordance with Article 22 of the GDPR and applicable provisions of the EU Artificial Intelligence Act (Regulation (EU) 2024/1689).
3. In order to ensure the qualitative and operational fulfilment of the obligations concluded with the Data Subject, Longo may authorize Longo's cooperation partners to perform separate service provision activities. If, in fulfilling these tasks, Longo's cooperation partners process the Data Subject's personal data at the disposal of Longo, the relevant Longo cooperation partners are considered to be Longo's data processing operators (processors) and Longo has the right to transfer to Longo's cooperation partners the personal data of the Data Subject necessary for the performance of these activities to the extent necessary for the performance of these activities.
4. Longo's cooperation partners (in the capacity of a personal data processor) will ensure the fulfilment of the requirements for the processing and protection of personal data in accordance with Longo's requirements and legislation, and will not use personal data for purposes other than the fulfilment of the obligations concluded with the Data Subject on behalf of Longo.

Use of Artificial Intelligence (AI) in Data Processing

1. Longo uses third-party artificial intelligence (AI) tools and service providers to support its business operations and improve customer service. The following AI-assisted activities may involve the processing of personal data of Data Subjects:
 - Transcription of voice calls: Longo uses AI-powered transcription services to convert recorded telephone and voice communications into text, for the purpose of quality assurance, training, and operational record-keeping.
 - Summarisation of communications: AI tools are used to automatically summarise customer inquiries received via phone, chat, or email, enabling Longo staff to provide faster and more efficient support responses.
 - Customer segmentation and sales funnel classification: Longo uses AI to analyse customer communications and interaction data in order to classify customers according to their stage in the sales process. This assists Longo staff in prioritising and personalising customer outreach. This activity constitutes AI-assisted profiling and is carried out on the basis of Longo's legitimate

interests. Data Subjects have the right to object to such processing as set out in the “Access of personal data by the data subject” section of this Policy.

- Analytics and reporting: Personal data may be processed using AI tools to generate operational analytics reports for internal business management purposes.
 - Automated messaging: AI tools may be used to generate and send automated messages to Data Subjects via communication channels such as chat platforms (e.g. WhatsApp, SMS, email) in connection with the provision of Longo’s services. Where such messages are sent without real-time human authorship, this will be identifiable from the context of the communication.
 - Automated calling: Longo may use AI-assisted voice technology to conduct outbound calls to Data Subjects for service-related purposes. Where a call is conducted or initiated by an automated system, Longo will ensure that the Data Subject is informed of this at the commencement of the call, in accordance with applicable law.
2. The third-party AI service providers currently engaged by Longo include, but are not limited to: OpenAI Ireland Ltd, Anthropic PBC, Soniox Inc, Google Ireland Limited and Microsoft Ireland Operations Limited. A full and current list of AI providers is available in the Annex “Sharing of personal data”. Where these providers are located outside the European Union or the European Economic Area, personal data is transferred subject to appropriate safeguards as described in the “Categories of recipients of personal data” section of this Policy.

Categories of recipients of personal data

1. Longo does not disclose to third parties the personal data of Data Subjects or any information obtained during the provision of services and the term of the contract, including information about the services received, except:
- if the data is to be transferred to the relevant third party within the framework of the concluded contract (for example, to a bank or the financier of the purchase of a vehicle within the framework of settlements or to provide IT system maintenance services, cloud computing services, legal services, accounting and auditing services; debt collection service; document copying, scanning and destruction service, etc.);
 - to perform any function necessary for the performance of the contract or delegated by law;
 - in accordance with the explicit and unambiguous consent of the Data Subject;
 - persons provided for in external regulatory enactments upon their justified request, in accordance with the procedures and to the extent specified in external regulatory enactments; in cases specified in external regulatory enactments for the protection of Longo’s legitimate interests, for example, by applying to a court or other state institutions against a person who has violated these legitimate interests of Longo.
2. As a general rule, Longo aims to keep personal data within the European Union and the European Economic Area. However, certain third-party service providers engaged by Longo, including AI and technology providers, are located outside the EU/EEA (in particular in the United States of America). Where such transfers occur, Longo ensures that appropriate safeguards are in place in accordance with Chapter V of the GDPR, including Standard Contractual Clauses (SCCs) adopted by the

European Commission and/or reliance on the EU–U.S. Data Privacy Framework (DPF) where the relevant provider is certified thereunder. Details on the transfer mechanisms applicable to specific providers are available on request at info@longo.group.

Protection of personal data

1. Longo protects the Data Subject's data by physical and logical means of protection, using the capabilities of modern technology, taking into account existing privacy risks and organizational, financial and technical resources reasonably available to Longo, including by using the following software security measures:
 - data encryption when transmitting data (SSL encryption);
 - Firewall;
 - intrusion protection and detection programs;
 - other protective measures according to the current possibilities of technical development.
2. Longo protects the Data Subject's data by using the following physical security measures:
 - protection of technical resources against threats to the information system caused by physical exposure;
 - ensuring the storage of data in paper form in lockable cabinets;
 - ensuring the protection of stored data from fire, flooding, voltage drop or overvoltage in the power supply network, theft of technical resources, non-compliance with the rules of operation, air temperature.

Duration of storage of personal data

1. Longo stores and processes the personal data of the Data Subject as long as at least one of the following criteria exists:
 - only as long as the contract concluded with the Data Subject is in force;
 - while in accordance with the procedures specified in external regulatory enactments, Longo or the Data Subject may pursue his or her legitimate interests (for example, to submit objections or bring or bring an action in court);
 - as long as one of the parties has a legal obligation to store the data;
 - as long as the consent of the Data Subject to the relevant processing of personal data is valid, if there is no other legal basis for data processing.
2. After the circumstances referred to in paragraph 1 have ceased, the personal data of the Data Subject shall be deleted.

Access of personal data by the data subject

1. The data subject has the right to receive the information specified in regulatory enactments in relation to the processing of his or her data.

2. The Data Subject, in accordance with regulatory enactments, also has the right to request access to his or her personal data from Longo, as well as to request Longo to supplement, correct or delete them, or to restrict processing in relation to the Data Subject, or the right to object to processing (including the processing of personal data carried out on the basis of Longo's legitimate (legitimate) interests), as well as the right to data portability. This right shall be exercised insofar as the data processing does not arise from Longo's obligations imposed on it by the applicable laws and regulations and which are carried out in the public interest.
3. The data subject may submit a request for the exercise of his or her rights:
 - in writing in person at the Longo office, presenting an identity document;
 - by electronic mail, signing with a secure electronic signature.
4. Upon receipt of the Data Subject's request for the exercise of his or her rights, Longo verifies the identity of the Data Subject, evaluates the request and executes it in accordance with regulatory enactments.
5. Longo shall send the reply to the Data Subject by post to the contact address specified by him or her or by e-mail, taking into account, as far as possible, the method of receiving the answer indicated by the Data Subject.
6. Longo ensures the fulfilment of data processing and protection requirements in accordance with regulatory enactments and, in case of objections of the Data Subject, takes useful actions to resolve the objection. However, if this fails, the Data Subject has the right to apply to the supervisory authority - the Data State Inspectorate.

Processing of special categories of personal data

1. Special categories of personal data are data revealing a person's racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, and genetic data, biometric data for the purpose of uniquely identifying a natural person, health data or data concerning a natural person's sex life or sexual orientation.
2. Longo does not process special categories of data of its customers. The only exception may be allowed in the case where the processing is necessary to protect the vital interests of the client (for example, due to a sudden deterioration in the client's state of health, it is necessary to call an ambulance, and similar emergency situations).
3. Longo may process certain special categories of personal data on behalf of and in the interests of financial corporations and insurance companies as data controllers. For example, information on the pensions and benefits received may be required in relation to the amount of income, which in turn may indicate the state of health of the data subject.

Consent of the data subject to data processing and the right to withdraw it

1. The data subject gives consent to the processing of personal data, the legal basis of which is consent (for example, publication of an image, advertising, etc.), in Longo login forms, Longo service portals/apps, Longo and other websites (for example, forms for signing up for receiving news), in person with Longo.

2. A list of categories of personal data with data that may be processed in accordance with the consent of the Data Subject and other legal bases is available in the Annex "Data categories and storage period".
3. The data subject has the right to withdraw the consent given to data processing at any time in the same way as it was given in person with Longo. In this case, further data processing based on the previously given consent for the specific purpose will not be carried out in the future.
4. The withdrawal of consent does not affect the data processing carried out at the time when the consent of the Data Subject was valid.
5. Withdrawal of consent may not interrupt the processing of data carried out on other legal grounds.

Commercial communications and communications

1. Longo communicates with the Data Subject using the contact information provided by the Data Subject (telephone number, e-mail address, postal address).
2. Longo carries out communication on the performance of service contractual obligations on the basis of the concluded contract or at the request of the data subject (for example, coordination of test drive times, information on payments, changes in services, etc.).
3. Communication about commercial communications about Longo and/or third-party services and other communications not related to the direct provision of the contracted services (for example, surveys) is carried out by Longo in accordance with the provisions of external regulatory enactments or in accordance with the consent of the Data Subject.
4. The data subject may give his consent to receive Longo's commercial communications in the Longo login forms, Longo and other websites (for example, newsletter sign-up forms) by making the appropriate choice.
5. The consent given by the data subject to receive commercial communications is valid until its withdrawal (also after the termination of the service contract). The data subject may at any time opt out of receiving further commercial communications in one of the following ways:
 - by sending an e-mail with a signed application to the address info@longo.group;
 - in person at Longo's office by submitting a signed application;
 - using the automated option provided for in the commercial communication to unsubscribe from further communications by clicking on the opt-out indication at the end of the relevant commercial communication (email).
 - by changing the consent on the website, if such a technical possibility is available.
6. Longo stops sending commercial communications as soon as the Data Subject's request is processed. The processing of the request depends on technological capabilities, which can be up to three days.
7. By expressing his/her opinion in surveys and leaving his/her contact information (e-mail, phone), the Data Subject agrees that Longo may contact him/her using the provided contact information in connection with the assessment provided by the Data Subject.

Website visits and cookie processing

1. Longo websites may use cookies. The terms of processing cookies are attached in the annex "Terms of use of cookies".
2. Longo's websites may contain links to third-party websites that have their own terms of use and personal data protection, for which Longo is not responsible.

Terms of use of cookies

1. The terms of use of cookies on Longo's websites www.longo.lv, www.pardodauto.longo.lv, www.manaautovertiba.lv, www.longo.group, www.longo.ee, www.minuautohind.ee, www.autostvabaks.longo.ee, www.longo.lt, www.parduokauto.longo.lt, www.longo.pl, www.longo.nl, www.longogroup.be, describe the use of cookies at AS "Longo Group", legal address: Mukusalas street 72A, Riga, LV-1004, registration number 42103081417, contact information info@longo.group, indicate the use of cookies purposes, as well as the right of users to change and choose the use of cookies according to their needs.
2. Cookies are small text files that a web browser (e.g. Chrome, Edge, Firefox, Safari, etc.) stores on the user's terminal device (computer, mobile phone, tablet) at the time the user visits the website to identify the browser or to store information or settings in the browser. Thus, with the help of cookies, the website acquires the ability to save the user's individual settings, recognize him and react accordingly, with the aim of improving the experience of using the site. The user can disable or limit the use of cookies, but without cookies it will not be possible to fully use all the functions of the websites.
3. Depending on the functions to be performed and the purpose of use, Longo uses mandatory cookies, functional cookies, analytical cookies and targeting (advertising) cookies.
4. These cookies are necessary so that the user can freely visit and browse the website and use the opportunities offered by it, including obtaining information about services and purchasing them. These cookies identify the user's device, but do not disclose the user's identity, nor do they collect or collect information. Without these cookies, the website will not be able to function fully, for example, to provide the user with the necessary information, to provide the requested services in the e-shop or to log in to the profile or apply for a service. These cookies are stored on the user's device until they end the specified functionality.
5. With functional cookies, the website remembers the settings and choices made by the user so that the user can use the website more conveniently. These cookies are stored on the user's device permanently.
6. Analytical cookies collect information about how the user uses the website, detects the most frequently visited sections, including the content that the user chooses when browsing the website. The information is used for analytical purposes in order to find out what interests the users of the site and to be able to improve the functionality of the site, make it more convenient to use. Analytical cookies only identify the user's device, but do not disclose the user's identity.
7. In some cases, some of the analytical cookies are managed by third parties – data processors (operators), such as Google Ads, in accordance with the website owner's instructions and only for the specified purposes.
8. Target (advertising) cookies are used to collect information about the websites visited by the user and to offer our services or those of cooperation partners that are of interest to a specific user or to address offers corresponding to the interest shown by a particular user. Typically, these cookies

are placed by third parties, such as Google Ads, with the permission of the site owner for the purposes specified. Target cookies are stored permanently on the user's terminal equipment.

9. Longo uses cookies to improve the experience of using websites and websites:
 - 9.1. ensure the functionality of the website;
 - 9.2. adapt the functionality of the website to the user's usage habits – including language, search requests, previously viewed content;
 - 9.3. obtain statistical data on the flow of visitors to the page – the number of visitors, time spent on the page, etc.;
 - 9.4. for user authentication
10. Unless otherwise specified, cookies are stored while the action for which they were collected is performed and then deleted.
11. The information of cookies controlled by Longo is not transferred for processing outside the European Union and the EEA.
12. When visiting Longo websites and websites, the user is presented with a window with a message that cookies are used on the website.
13. By making confirmation marks in the cookie confirmation window, the user confirms that he has read the information about cookies, the purposes of their use, cases when their information is transferred to a third party, and agrees to them. Accordingly, the legal basis for the use of cookies is the user's consent. If the user enters into a contract when using the website or website, the processing of cookies is necessary for the performance of the contract with the user, or for Longo to fulfill its legal obligation or exercise legitimate interests.
14. The security settings of each web browser allow you to restrict and delete cookies. However, it should be taken into account that the use of mandatory and functional cookies cannot be refused, because without them it is impossible to ensure the full use of the website and website.
15. If the user has a question about the use of cookies, he can contact Longo using the following contact information: info@longo.group.

Data categories and shelf life

Personal identification data:

1. name;
2. surname;
3. identity number;
4. type of document;
5. passport or ID card number;
6. the period of validity of the document;
7. date of birth;
8. title;
9. workplace.

Retention period: personal data is stored for as long as it is necessary for the specific purpose or purposes for which the personal data were collected. We will always retain personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Personal contact information:

1. address;
2. phone number;
3. email address.

Storage period: for the sending of advertising and marketing materials, personal data will be processed during the period of validity of the consent.

Special categories of data (sensitive):

1. signs of disability;
2. data on mandatory health examinations of employees;
3. political status;
4. type of document;
5. passport or ID card number;
6. the period of validity of the document;

7. date of birth;
8. title;
9. workplace;
10. monthly income after taxes;
11. monthly commitments;
12. number of dependants;
13. bank account statements.

Retention period: personal data is stored for as long as it is necessary for the specific purpose or purposes for which the personal data were collected. Data may be stored longer if required by local law or to protect Longo's legitimate interests.

Contact details of the data subject:

1. name;
2. surname;
3. address;
4. phone number;
5. email address.

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Data of the data subject:

1. contract number;
2. the date of registration of the data subject;
3. status.

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Trading service data:

1. contract number;
2. vehicle model;
3. vehicle make;
4. vehicle number plate;

5. VIN number;
6. year of production;
7. price;
8. discount (if applicable).

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Data of the sales service agreement:

1. contract number;
2. the date of signature or approval;
3. type of contract;
4. the number of the Annex;
5. date of the Annex.

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Communication data:

1. the type of incoming and/or outgoing communication;
2. number;
3. date;
4. registrant;
5. content in the form of audio and/or text;
6. communication channel;
7. delivery status.

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract or the end of a potential transaction. In order to protect our legitimate interests, we may store data for 10 (ten) years after communication with the Data Subject.

Payment details:

1. name;
2. surname;
3. payment invoice and/or contract number;

4. decision;
5. amount;
6. payment schedule (if applicable).

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract. Data may be stored for longer if required by local legislation.

Billing data:

1. account number of the payment system;
2. bank account number;
3. invoice number;
4. date, amount;
5. the method of receipt of the invoice;
6. date of payment;
7. the amount of debt;
8. debt collection information.

Retention period: We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract. In addition, in order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract. Data may be stored for longer if required by local legislation.

Claim data:

1. Claim number;
2. the date of registration;
3. date of resolution;
4. type of communication;
5. description.

Retention period: We will store the personal data collected during the examination of the submitted objection until the resolution of the objection. In order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract. Data may be stored for longer if required by local legislation.

Data from surveys of data subjects:

1. the name of the survey;
2. the date of dispatch;
3. the date of reply;

4. survey questions;
5. answers provided.

Storage period: for the sending of advertising and marketing materials, personal data will be processed during the period of validity of the consent. We will store personal data collected in preparation for the conclusion of a contract or the performance of such a contract at least until the end of this contract or transaction. In order to protect our legitimate interests, we may store data for 10 (ten) years after the termination of the contract.

Actions performed on Longo websites:

1. IP address;
2. device;
3. Internet browser;
4. the operating system used;
5. the names of the activity performed;
6. section of the website;
7. date;
8. time.

Storage period: we will store the data of the actions performed on the website in an anonymous form for the purpose of performing data analysis with the aim of improving Longo's products and services during the period of validity of the consent. We reserve the right to retain data until the completion of a specific case if the data contains information that is relevant to the achievement of a specific purpose, the establishment of facts and/or the investigation. For more details, see the section "Terms of use of cookies".

Video surveillance data:

1. video from events organized by Longo;
2. video surveillance in Longo's premises and territory.

Shelf life: data is stored for up to 60 (sixty) days. The data storage time depends on the technical solution available for each location. We reserve the right to retain data until the completion of a specific case if the data contains information that is relevant to the achievement of a specific purpose, the establishment of facts and/or the investigation.

Access data to systems:

1. Usernames and passwords assigned to the data subject.

Shelf life: data is stored until the end of the contract. We reserve the right to retain data until the completion of a specific case if the data contains information that is relevant to the achievement of a specific purpose, the establishment of facts and/or the investigation.

Consent information:

1. Note of the consent expressed by the data subject by topic;
2. the date and time of consent;
3. source of consent.

Storage period: personal data will be processed and stored for the period of validity of the consent.

Sharing personal data

To provide Longo services, we use various service providers, t.sk, but not only, providers of data centers, cloud computing, sending SMS notifications, analytics, direct marketing, e-mail, auditing, accounting, legal consulting services and other services. They are mostly located in the Member States of the European Union or store the data entrusted by us in the European Union, however, in certain cases the data may be transferred outside the European Union/EEA, for example, if the contracted personal data processor/subprocessor is located outside the EU/EEA, it may be necessary to transfer certain personal data outside the EU/EEA or to make personal data available outside the EU/EEA, and the transfer of such data is necessary for the provision of the service or at the request of the Data Subject. Data can only be transferred outside the EU/EEA if appropriate data protection safeguards are in place, as required by European law, and there is a legal basis for such transfer. Upon request, the data subject may receive more detailed information on the transfer of personal data to countries outside the EU/EEA.

Different data, in different cases and to the extent according to the needs described in this privacy policy, are given to the cooperation partners listed below. Their data processing policies can be found on the websites of the respective companies.

- Microsoft Ireland Operations Limited
- Google Ireland Limited
- Usercentrics A/S
- Soniox Inc
- OpenAI Ireland Ltd
- Anthropic PBC
- Sticky Toffee Studios Ltd
- CSC Telecom SIA
- Bite Latvija SIA
- SMS Solutions SIA
- ViaPro SIA
- Meta Platforms Ireland Limited
- Adati SIA
- Vonage Holdings Corp.
- Twilio Inc.
- Longo Latvia SIA
- Longo LT UAB
- Longo Estonia OU

- Longo Shared Services UAB
- Longo Netherlands B.V.
- Longo Poland sp. z o.o.

For a specific business-justified need, Longo can also share data with other business partners, first making sure of data security.

If necessary and legally justified, we also provide personal data to national competent authorities, organizations, other data controllers who are entitled to receive information in accordance with the applicable laws and regulations and/or our legitimate interests, or on the basis of the consent expressed by the Data Subject.

The provision of loan and credit intermediary services involves cooperation with financial partners offering these services. If the Data Subject has filled out a loan application on our website or in another system maintained by Longo, the Data Subject thus agrees that Longo has the right to transfer the personal data specified in the application to cooperation partners who are responsible for the appropriate processing of personal data.

Please be informed that the cooperation partners with whom Longo shares the personal data of the Data Subject will depend on the type of the Data Subject's application, and personal data will not be disclosed to cooperation partners who are not covered by the received application.

Below are listed cooperation partners for the provision of loans and credit services, to which data may be sent depending on the type of service received. Their data processing policies can be found on the websites of the respective companies.

- Artea bankas, AB
- Artea lizingas, UAB
- SIA Inbank Latvia
- AS Inbank Finance
- AS Inbank
- AS Inbank filialas
- Holm Bank AS
- Holm Bank Latvia SIA
- SIA Aizdevums.lv
- GF Bankas, UAB
- Go4Rent, UAB
- Luminor Bank AS

Please note that cooperation partners, taking into account the type of application, for carrying out identification of the Data Subject, performing solvency assessment, analysis of financial data and making a credit offer, are entitled to share the personal data of the Data Subject and/or obtain additional data from local state organizations and cooperation partners.