request( )

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPEDA) NOTICE

Last updated: May 16, 2024

1. Purpose and Scope of this Notice

The purpose of this PIPEDA Notice by SIA Request, registration number: 40203423105, legal address: Stabu iela 109 – 1, Riga, LV-1009, Latvia (hereinafter – the Controller) is to supplement our Privacy Policy.

This notice is provided to inform Canadian residents about how the Controller collects, uses, and discloses personal information in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

The Controller shall have the right to make changes to this notice at its sole discretion. The notice is available on the Controller's website – www.request.lv (hereinafter – the Website), as well as at the office and is applicable from the date of approval of the notice.

2. Categories of Personal Information Collected

We collect the following categories of personal information:

- Identifiers: Name, personal identification number, address, telephone number, email address, bank account number, and tax identification number;
- Commercial Information: Records of services provided, payment information, and transaction history;
- Internet or Other Electronic Network Activity Information: Website activity and other information regarding interaction with our website;
- Professional or Employment Related Information: Job application details, educational background, and health data related to employment;
- Audio, Electronic, Visual, or Similar Information: Photographs and video recordings for public relations and marketing purposes.

3. Purpose of Collecting Personal Information

We collect, use, and disclose your personal information for the following purposes:

- Service Provision: To provide and enhance our services;
- Communication: To contact you regarding our services, updates, and relevant information;
- Marketing and Public Relations: To promote our services and improve our public image;

- Employment: To evaluate and process job applications;
- Legal Compliance: To fulfill legal obligations, including those related to employment and taxation;
- Security: To safeguard the legitimate interests of the Controller and consumers, ensuring the security of our operations and data.

4. Your Rights Under PIPEDA

Access to Specific Information and Data Portability Rights

(PIPEDA, Principle 9 – Individual Access)

You have the right to request that we disclose certain information to you about our collection and use of your personal information. Once we receive and confirm your verifiable request, we will disclose to you:

- The categories of personal information we collected about you;
- The categories of sources for the personal information we collected about you;
- Our business or commercial purpose for collecting that personal information;
- The categories of third parties with whom we share that personal information;
- The specific pieces of personal information we collected about you (also called a data portability request).

Correction Rights

(PIPEDA, Principle 9 – Individual Access)

You have the right to request the correction of any inaccuracies in your personal information. Once we receive and confirm your verifiable request, we will correct (and direct our service providers to correct) your personal information.

Data Retention and Deletion Rights

(PIPEDA, Principle 5 – Limiting Use, Disclosure, and Retention)

We will retain your personal information only as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

You have the right to request that we delete your personal information, subject to certain exceptions. Once we receive and confirm your verifiable request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

Opt-Out and Consent Withdrawal Rights

(PIPEDA, Principle 3 – Consent)

You have the right to withdraw your consent to our use of your personal information at any time. You also have the right to opt-out of certain uses and disclosures of your personal information.

Security Measures

(PIPEDA, Principle 7 – Safeguards)

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

5. Exercising Your PIPEDA Rights

To exercise the access, data portability, correction, deletion, and opt-out rights described above, the Controller may be contacted by sending an official letter to the Controller's legal address: Stabu iela 109 - 1, Riga, LV-1009, Latvia or by email: info@request.lv

Only you, or someone legally authorized to act on your behalf, may make a verifiable request related to your personal information. You may only make a verifiable request for access or data portability twice within a 12 month period and the verifiable request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative;
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

6. Non-Discrimination

We will not discriminate against you for exercising any of your PIPEDA rights.

7. Closing Remarks

This PIPEDA Notice forms an integral part of our Privacy Policy and aims to maintain transparency and trust regarding our processing of personal information.

This PIPEDA Notice may be amended as necessary, with the current version of the notice being published on the Controller's website. For significant changes, you will be notified through the Controller's usual communication channels.

In case of any questions regarding this PIPEDA Notice, the ways in which we collect and use your information described here and in our Privacy Policy, your choices and rights regarding such use, or wish to exercise your rights under Canadian law, the Controller may be contacted by sending an official letter to the Controller's legal address: Stabu iela 109 - 1, Riga, LV-1009, Latvia or by email: info@request.lv

Approved:



D. Bethers
Board Member