

Attachment

CONSENT

to personal data processing and provision of information

By signing this statement of consent, I indicate my understanding of, and consent to, my personal data being processed — in connection with a complaint I have submitted to the ombudsman of the Finance Latvia Association, and solely with regards to the subject of the complaint.

Data processing takes place in accordance with the applicable legislation of the Republic of Latvia and the “Procedure for review of complaints from financial institution customers by the ombudsman of the Finance Latvia Association” (hereinafter referred to as the bylaws).

By signing this statement of consent, the applicant entitles a financial institution to disclose to the ombudsman available information on the account status of the applicant, and on the financial services rendered to them, to the extent necessary in order to review the complaint.

If the subject of the complaint submitted by the customer is an account being closed upon the financial institution’s initiative, they confirm they consent to the ombudsman receiving information obtained in the course of customer identification and due diligence (in accordance with the Law on the Prevention of Money Laundering and Terrorism Financing), insofar as the law allows for the provision or presentation of such information to the ombudsman.

Data processing takes place in accordance with the following basic principles:

- The controller is the association; the data processing involves only the persons connected with the dispute, and the person ensuring circulation of correspondence, accounting or auditing (concerning payment of fees for the review of claims) as part of their occupational duties at the Finance Latvia Association
- Personal data are used solely in order to review a complaint, in the events specified in GDPR Article 6.1 (c or d)¹, and for the preparation of statistics or information intended to inform the public. While this is being done it is ensured that personal data are not disclosed to third parties;
- Personal data are deleted within no more than one year of the closure of the case or the abandonment of the complaint without review, except for the following cases:
 - the response provided by the ombudsman stating who contacted the ombudsman, in what regard, and when (implementation of bylaws clause 3.2.5), and the personal data contained therein, shall be stored permanently and archived
 - the person themselves requests erasure of the data before the one-year term elapses, in which case the ombudsman evaluates the request in accordance with Article 17 of the GDPR.²
- If a person’s complaint, or any enclosed document, contains the data of other natural persons besides the applicant, the applicant presents such person’s consent to data processing (and specifies the relevant third party’s contact information, in order to allow contact with such party) or redacts the data of such person, with the exception of cases where a complaint cannot be reviewed without processing other such natural persons’ data (GDPR Article 6.1 (d)).³

First name, surname, signature, date

¹ Until 25 May 2018 – Personal Data Protection Law Section 16 Paragraph One.

² Until 25 May 2018 – Personal Data Protection Law Section 16 Paragraph One.

³ Until 25 May 2018 – Personal Data Protection Law Section 7 Clause 4.

¹ Until 25 May 2018 – Personal Data Protection Law Section 7 Clauses 3 and 4.

² Until 25 May 2018 – Personal Data Protection Law Section 16 Paragraph One.

³ Until 25 May 2018 – Personal Data Protection Law Section 7 Clause 4.