

PRIVACY POLICY

This is the privacy policy of SIA "FORMA", registration number 44103128453, legal address: Lielā iela 38, Ieriķi, Drabešu pag., Cēsu nov., LV-4139 (hereinafter – We, Ours, Us) regarding the privacy policy (hereinafter – Policy).

The purpose of this Policy is to explain to the visitors/customers (hereinafter - You, Yours, Yours) of our website www.forma.lv – data subjects, how we process and protect their data, as well as to describe other issues related to the processing of personal data.

This Policy has been drawn up in accordance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 “On the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC” (General Data Protection Regulation) (hereinafter - Regulation), as well as the Personal Data Processing Law and other normative acts regulating issues related to the processing of personal data. Therefore, the terms used and their meaning in this Policy are the same as those provided in Article 4 of the Regulation.

We encourage all data subjects to familiarize themselves with this Policy from time to time to obtain up-to-date information about our data processing activities as they may change over time.

For information on data processing related to cookies, please refer to Our Cookie Policy.

1. Controller

We are considered as the controller of your personal data under Article 4(7) of the Regulation. Our contact information for questions related to personal data processing is:

1. email: info@forma.lv, or
2. legal address: Lielā iela 38, Ieriķi, Drabešu pag., Cēsu nov., LV-4139.

Using this contact information, you have the opportunity to ask us questions about the processing of personal data, submit a request for the exercise of your rights, or inform us about possible data protection breaches.

2. Data subject groups and categories of personal data

This Policy applies to the following data subject groups:

1. individuals – Our clients (including potential, former, and current ones);
2. visitors to our website www.forma.lv , www.timberstacker.com;
3. visitors to our factories, including those for whom video surveillance is conducted;
4. Our business partners and suppliers (contact persons and representatives);
5. persons who wish to apply for the vacant positions advertised by us, as well as those persons whose data we have received from applicants (for example, data of referees),

The Policy applies to the processing of data regardless of the form and medium (in person, on our website, in paper format, electronically, or by phone), in which you provide your personal data.

We primarily process the following categories of your personal data:

1. Identification data - name, surname, date of birth, personal code/identification number, passport data;
2. dwelling data - declared address, dwelling address;
3. contact information - phone, email, declared address, dwelling address;
4. information related to payment - name, surname, code, account number, payment institution/credit institution;
5. information obtained from video surveillance - digital image and related information;
6. information processed during the visit to the website www.forma.lv - IP address, network and location data, as well as other information you agree to be processed within the website's visit scope, including cookies; We may also receive information about your actions on our website from other sources, such as partners and advertisers;
7. information you provide to us - if you contact us, for example, by asking a question, we keep all possible information, including the content of the communication;

8. information processed in the context of providing goods or services - information about received services and/or purchases in terms of nature (content);
9. professional data - information about education, profession or occupation, experience, data subject's descriptive features;
10. information that we are allowed to process under the provisions of normative acts - such data as we receive from state institutions or structures, persons and institutions belonging to the judicial system.

3. Sources of Personal Data Acquisition

We can get your personal data mainly in the following ways:

No.	Category	Examples
1.	You personally transfer personal data to processing, including your actions and actions by expressing your consent to the processing of these personal data	For example, visiting our website, asking questions, or otherwise contacting us, for example by writing to our or our employees' email addresses, and otherwise using our services, including coming to our office/factory.
2.	We get data from publicly available information	For example, when looking at publicly available registers, requesting information from the maintenance of these registers to public authorities or using freely available information from various sources.
3.	Under certain circumstances, we may obtain personal data from other subjects, for example, from other legal or physical persons, as well as receive them from state institutions.	For example, in the case where a third party is involved in receiving our services, such as a credit institution; in such a way, we may also obtain personal data from other groups or associated persons to provide you with services.

In cases where you personally provide us with personal data, please take into account the purpose of the submission of personal data and observe the necessary and appropriate amount of personal data for the achievement of this purpose. Please provide personal data only to the extent necessary for the receipt of the relevant service or for the performance of an action, or for communication with us.

4. Purposes and legal bases for processing personal data

We may process your personal data for the following purposes:

No.	Purposes	Examples
1.	For the provision of goods and services (at all stages of the pre-sales, sales, and post-sales process)	For the identification of the client; for the preparation and conclusion of contracts; for the development of new goods and services; for the advertising and distribution of goods and services; for customer service; for the submission of complaints or claims; for customer retention, loyalty building, satisfaction measurements; for accounting administration; for the maintenance and improvement of the website.
2.	For planning and analysis of basic activities	For the assurance of commercial operations.
3.	For the safety of customers, employees, individuals, and our property and interests as a legal entity	for the security of information, information systems, employee safety, property security, prevention and detection of theft cases, prevention of the legalization of proceeds of crime, prevention of financing of terrorism and proliferation, as well as prevention of malicious use of services.

4.	For other specific purposes for which consent may be given or refusal to process may be offered	for example, for sending commercial messages or placing cookies.
5.	For the enforcement of our legal rights	for example, for the filing of claims, for the submission of affidavits.
6.	For providing information to state and local authorities, law enforcement agencies, and other subjects of power, as provided by law in certain cases and amounts	For example, to meet the demands of competent state institutions for snow removal.
7.	Darbinieku atlases procesa procesa	Understanding of personal data provided in CV and motivation letters, interviews, and feedback.

In all cases, we will process any personal data we hold only if there is a clear purpose for processing such personal data and its processing is based on one of the following legal bases:

The legal basis for our processing of personal data is individual in each case, but in any case it will be one of the following:

No.	Legal basis	Explanation
1.	Conclusion and performance of a contract	Data processing carried out to conclude a contract after receiving your application and to ensure its implementation.
2.	Implementation of the provisions of normative acts	data processing carried out to fulfill legal obligations to us, based on the provisions of the regulatory acts.
3.	legitimate interests	data processing carried out: for the conduct of our commercial activities; to verify your identity before the acquisition of specific products or services; to ensure the performance of contractual obligations; to preserve applications and submissions for the purchase of products and the provision of services (including employee notes); to maintain the customer database for the continuity of service; for advertising products or services by sending commercial notices; for other communications regarding the progress of contract performance and sending essential events to customers for contract performance; to prevent fraudulent activities against us; to improve the quality of services and products; for payment administration; to ensure our security by conducting video surveillance; for informing about our operations.
4.	Your consent	<p>data processing carried out based on your freely given consent, which is expressed through active action, as well as contacting us and providing your personal data or performing other active actions*</p> <p>*for example, in cases where we send you commercial notices, consent may be given in writing, on our website or in our mobile app or in any other place where we organize relevant marketing activities.</p> <p>You have the right to withdraw your consent at any time in the same way in which it was given. In this case, further data processing based on the previously</p>

		given consent for a specific purpose will not be carried out.
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5. Personal data processing for marketing purposes

In certain cases, we may process your personal data directly for direct marketing purposes, by sending you information about our news, offers, etc. by email.

At the same time, we call attention to the fact that we will implement your personal data processing for direct marketing purposes only in two cases:

1. you have given your explicit, clear, and prior consent (you yourself have written to subscribe to direct marketing messages and have thus provided your personal data (email, name, surname) - the so-called "opt-in" principle), or
2. ja You are already our client, who has a clear understanding of the processing of your personal data (email, name, surname) for direct marketing messages to receive information about similar services we offer (in this case, we will use your email address previously obtained from you - so-called "soft opt-in" principle).

Please note that you can unsubscribe from receiving direct marketing messages at any time by selecting the free option indicated in the relevant direct marketing message or by writing to the email address or legal address indicated in the first point.

6. Personal data processing security and protection

We process the Client's data using the possibilities of modern technology, taking into account existing privacy risks and the resources available to us.

As a data controller, we ensure:

1. the confidentiality of personal data, ensuring that personal data is processed (including, but not limited to, access to them) only by such persons who need it to perform their job duties;
2. appropriate technical and organizational measures for the protection of personal data. Such measures include, for example, pseudonymization of personal data, data minimization, physical and logical data protection measures in the workplace, as well as the creation of backup copies, etc.;
3. only verified, licensed, and updated software. We regularly review, update, and improve our technical and organizational measures;
4. data security, using such technical solutions as intrusion detection and disclosure software;
5. the involvement of certified data protection specialists in the processing of personal data and the implementation of data protection measures.

7. Automated Decision Making

We do not perform automated processing of your personal data that results in legally binding decisions.

8. Categories of recipients of personal data and transfer

We do not disclose to third parties any information obtained during the provision of services and contract performance, including, but not limited to, information about received goods and services, except:

1. with your explicit and unambiguous consent;
2. to persons specified in foreign regulatory acts upon their written request, in the manner and extent specified in foreign regulatory acts;
3. in cases specified in foreign regulatory acts for the protection of our legitimate interests, for example, when appearing before courts or other state institutions against a person who has protected our legitimate interests.

We do not provide personal data to other persons if there is no legal basis for such transfer of personal data and no predefined purpose for the processing of personal data, as well as if the aforementioned third parties are unable to ensure and demonstrate that the processing of personal data is carried out in accordance with regulatory acts and/or are unable to provide guarantees that the security of personal data processing and the observance of the rights of data subjects will be ensured.

Attention is drawn that our website may contain links to third-party websites, which have their own terms of use and personal data protection policies. We are not responsible for the content or security of other websites. Any other external links to other websites are marked with a different color, in a different font color, to provide you with the opportunity to make a decision or agree to such processing of personal data.

Personal data may be disclosed or made available for various purposes of personal data processing:

1. for our employees or for persons acting on our behalf or for our benefit and who are specifically authorized, if the duties or authority of the position are related to the processing of personal data,
2. to local government institutions, courts, and law enforcement agencies, in accordance with the procedure and extent stipulated by the law based on the fundamental request of these persons;
3. to data processors, upon concluding relevant data processing agreements, for example, IT service providers, payment services, etc.;
4. to addressees who operate in the field of credit information and/or recovery (for example, recovery service providers, credit information offices, etc.);
5. in certain cases, also to various of our business partners involved in the organization and provision of our operations, such as solicitors and other legal consultants, our auditors, accountants, service providers ensuring the functionality of our website and the provision of the offered services, archive service providers, recipients who operate in the areas of fraud investigation, money laundering, prevention of the financing of terrorism, etc.

9. Transfer of Personal Data Outside the European Union and the European Economic Area

We do not transfer your personal data outside the European Union and the European Economic Area. However, there is a possibility that in certain cases, due to the specific use of the services of a particular processor or service provider, personal data processing may also take place outside the European Economic Area, and in such cases, data transfer is carried out in accordance with Regulation V, using standard contractual clauses established by the competent European Union organization.

10. Duration of Personal Data Storage

We store and process your personal data as long as one of the following criteria is met:

1. as long as a contract concluded with you is in force or a service is provided to you;
2. the data are necessary to fulfill the purpose for which they were collected;
3. When there is no other legal basis for data processing, the data subject's consent is required;
4. Data storage is determined by normative acts;
5. Data is necessary to realize the legitimate interests of Us or the data subject.

11. Your rights as a data subject

You have the following rights regarding your personal data:

No.	Right	
1.	Right to provide information (Regulation 13, paragraph 14)	We comply with the requirements of Regulation 13, paragraph 14, and upon the data subject's request, provide the information provided for in these paragraphs to the data subject.
2.	Access rights (Regulation 15, paragraph)	We ensure that data subjects receive information about the personal data processing process that concerns them. Upon the data subject's request, we provide access to the data subject's personal data in accordance with the procedures established by normative acts.
3.	Right to data rectification (Article 16)	Ensure that the subject's personal data is corrected in the order specified in the normative acts without unreasonable delay. Taking into account the processing purposes, the data subject has the right to obtain the completion of incomplete personal data, including by providing additional information.

4.	Right to erasure ("right to be forgotten") (Article 17)	Ensure that, upon the data subject's request and in accordance with the requirements of Article 17(1), personal data concerning the data subject shall be deleted.
5.	Right to restriction of processing (Article 18)	Ensure that the processing of the data subject's personal data is restricted if the criteria set out in Article 18(1) are met. If processing is restricted in accordance with paragraph 1, such personal data, except for storage, shall be processed only with the data subject's consent or for the protection of the rights and freedoms of others.
6.	Right to information about the correction, deletion, or restriction of processing of personal data (Article 19)	We inform each recipient to whom personal data has been disclosed about the rectification or deletion of personal data or the restriction of processing carried out in accordance with Articles 16, 17(1), and 18, except where it is established that this is not possible or if it is linked to disproportionate effort.
7.	Right to data portability (Article 20)	Ensure the portability of the data subject's personal data in accordance with the criteria of Article 20.
8.	Right to object (Article 21)	Data subjects have the right to object to data processing in accordance with the criteria of Article 21. Upon receiving appropriately formulated objections to data processing from the data subject, the data will no longer be processed, except where it is possible to indicate compelling legitimate grounds for processing which override the interests, rights and freedoms of the data subject, or to establish, exercise or defend legal claims.
9.	Automated individual decision-making, including profiling (Article 22)	We ensure that the data subject has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her.
10.	Right to lodge a complaint with the supervisory authority	<p>We ensure compliance with data processing and protection requirements in accordance with regulatory acts and, in the event of a data subject's complaint, we take appropriate action to resolve the complaint. However, if this is not possible, you have the right to turn to the supervisory authority - the Data State Inspectorate (the address of the Data State Inspectorate is Elijas iela 17, Rīga, LV-1050, but detailed information is available on the internet at www.dvi.gov.lv, or by calling 67223131, or by writing to pasts@dvi.gov.lv), which supervises the compliance of physical person data processing activities with regulatory regulations in Latvia.</p> <p>However, we encourage you to contact us before submitting an official complaint to the supervisory authority to find the fastest and most effective solution to the problem.</p>

Attention is drawn to the fact that, in cases where your personal data processing is based on your consent, you have the right to withdraw your consent at any time in the same way in which it was given.

Attention is drawn to the fact that the withdrawal of consent will not affect the lawfulness of processing carried out before your withdrawal of consent.

You can fulfill all of the above right by sending a request and contacting us via email: info@forma.lv, or by writing to our legal address: Lielā Street 38, Ieriķi, Drabesu parish, Cēsis county, LV-4139.

12. Atruna

We assume that before using our website, you have read and noted what is specified in our politics. We reserve the unilateral right to amend this policy and commit to ensuring that the current version of the policy is always updated and available to you on our website.