

INFORMATION ON THE PROCESSING OF PERSONAL DATA FOR CLIENTS AND CONSUMERS

Version 11.11.2024.

1. General information

Food Union is a group of food manufacturers and management companies whose member companies are located in the European Union or the European Economic Area.

The Food Union Group comprises the following companies as at the date of publication of this notice or a revision version thereof:

- RĪGAS PIENA KOMBINĀTS JSC, Reg. No. 40003017441, 180 Bauskas, Riga, Latvia
- Valmieras piens JSC, Reg. No. 40003020475, 93 Rīgas, Valmiera, Latvia
- Premia FFL JSC, Reg. No. 40003483493, Bauskas 180, Riga, Latvia
- Food Union management LLC, Reg. No. 40203010361, 180 Bauskas, Riga, Latvia
- Premia Tallinna Külkhoone JSC, Reg. No. 10030700, 4 Betooni Street, Lasnamae district, Tallinn city, Harju country, 11415, Estonia
- Premia KPC AB, Reg. No. 304045355, Taikos pr.96, Kaunas, 51179, Lithuania
- Mejerigaarden A/S, Reg. No. 37317314, Sennelsvej 1, 7700 Thisted, Denmark
- Fråst Ap, reg.No 43823884, Sennelsvej 1, 7700 Thisted, Denmark
- Alpin 57 LUX S.A., Reg. No. RO 5900631, City of Sebes, 46 Mihail Kogalniceanu Street, County of Alba, Romania
- ISBJØRN Is AS, Reg. No. 998767571, Vestre Lindhaugen 1, 5303, Follese, Norway
- ISBJØRN Is Holding AS, Reg. No. 998560209, Slettebrekkdalen 11, 5303 Follese, Norway
- Den Norske Isbilen AS, Reg. No. 976118227, Slettebrekkdalen 11, 5303 Follese, Norway
- Food Union Holding (CY) Company Limited (Cyprus), Reg. No. HE 276546, 5, Themistokli Dervi str., Elenion Building, CY1066, Nicosia, Cyprus

The personal data is processed in accordance with the requirements of 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 (hereinafter referred to as "General Data Protection Regulation").

For the purposes of the General Data Protection Regulation, each of the Food Union Group companies act as the data controller, being responsible for the processing of personal data processed by this company. You are a data subject within the meaning of the General Data Protection Regulation.

2. Personal data and collection of data

This website collects information about individuals who contact FOOD UNION or a specific FOOD UNION group company using the contact form in the 'Contact' section of the website or by calling the call centre's toll-free number for clients and consumers. All information collected from an individual will hereinafter be referred to collectively as "personal data".

The website is managed by FOOD UNION Group's JSC "RĪGAS PIENA KOMBINĀTS". The call center and processing of messages submitted through the website are handled on behalf of JSC "RĪGAS PIENA KOMBINĀTS" by a service provider, which collects the data and forwards it to the relevant FOOD UNION Group company to which the message pertains. If the person has not indicated the company to which his/her report relates, JSC "RĪGAS PIENA KOMBINĀTS", when analysing the report, shall independently determine the addressee of the report or contact the person to find out additional information and identify the company to which the person's report relates. The person will then be contacted by the FOOD UNION company as required.

Personal data that may be collected and processed: Your name, IP address, telephone number, email address and the information included in your message, as well as any additional information you provide in the course of the message (request, complaint etc.).

3. Purpose and legal basis for processing personal data

Your personal data shall be processed for the following purposes:

- To contact you to respond to your request, to answer your complaint, to retrieve additional information relating to your complaint, to provide information relevant to your request, etc.)
- To gather evidence and defend our legitimate interests in the event of a dispute to a state authority or a court.

Your personal data is primarily processed on the basis of Article 6(1)(a) of the General Data Protection Regulation (i.e. your consent). In certain cases, they may be processed on the basis of Article 6(1)(f) of the General Data Protection Regulation (i.e. the legitimate interests of the FOOD UNION company concerned).

The legitimate interests of the company are to ensure that the quality of its products and services meets its requirements for efficient, lawful and successful operation, to preserve its reputation and to protect its legitimate interests in the event of disputes.

4. Recipients of personal data

Your personal data is accessible to the service provider that provides the call centre and messaging service on behalf of JSC "RĪGAS PIENA KOMBINĀTS" and in the interests of the FOOD UNION group companies. After processing your message, your personal data will be transferred to the relevant FOOD UNION group company to which your request, enquiry, complaint or other message relates.

Your personal data may also be accessible to third party service providers (e.g. information technology, email delivery, legal representation and other services). These third parties will be provided with, or granted access to, personal data for the purpose of delivering these services on our behalf. These third parties provide services to us on the basis of a written agreement.

5. Duration of processing of personal data

Your personal data will only be kept for as long as is necessary for the above purposes. Reports will not be kept for more than one year, unless further storage of the information contained in the report is necessary to resolve a dispute or claim, to provide evidence to the authorities or to settle a dispute in court.

Where mandatory retention is required under applicable law, we will comply with the relevant instructions.

6. Your rights

The General Data Protection Regulation gives data subjects the right to influence the processing of their personal data, for example:

- request access to their personal data;
- request rectification of your personal data;
- request erasure of your personal data;
- withdraw consent to the processing of your personal data, etc.

In certain cases, you may have the right to request the restriction of the processing of your personal data or to object to the processing of your personal data.

If you believe that your privacy has been violated or that the data protection rules have not been complied with, you can lodge a complaint with the data protection supervisory authority (in Latvia - the Data State Inspectorate). Contact details for other supervisory authorities in the European Union can be found here: http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080

To exercise your rights as a data subject or to ask questions about the processing of your personal data, please contact dati@foodunion.com, indicating the specific company to which you have provided

your personal data (if known) and other information so that we can provide you with as accurate an answer as possible.

7. Contact details

Website host and data controller: Joint stock company "RĪGAS PIENA KOMBINĀTS"

Registration number: 40003017441

Address: Riga, 180 Bauskas Street, LV-1004

Phone +371 67066887

e-mail: foodunion@foodunion.com

Contact details of the Data Protection Officer: dati@foodunion.com