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Principles of processing Personal data

Valid as of 25th of May 2018

The principles how SIA “Mikrotīkls” (hereinafter - MikroTik) processes personal data are described in these Principles of processing Personal data, hereinafter also referred as the principles. The principles apply if a Client (Distributor, reseller, member of MikroTik Academy, user of MikroTik Training centre, participant of MikroTik certified training programs ect.) uses, has used or has expressed an intention to use or is in other way related to any of the services provided by MikroTik, including to the relationship with the Client established before these principles entered into force.

1. Definitions

Client means any natural person who uses, has used or has expressed a wish to use or is in other way related to any of the services provided by MikroTik.

Personal data means any information directly or indirectly related to the Client. Processing means any operation carried out with Personal data (incl. collection, recording, storing, alteration, grant of access to, making enquiries, transfer, etc.).

MikroTik means a company registered in Latvia (14.03.1996., reg. No. 40003286799) who is acting as a controller of Personal data.

2. General provisions

2.1 These principles describe how MikroTik Processes Personal data on a general level. Specific details on the Processing of Personal data might be also described in agreements, other service related documents and on MikroTik’s website: mikrotik.com

2.2 MikroTik ensures, within the framework of applicable law (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)), the confidentiality of Personal data and has implemented appropriate technical and organisational measures to safeguard Personal data from unauthorized access, unlawful Processing or disclosure, accidental loss, modification or destruction.

2.3 MikroTik’s cookie policies are available on MikroTik’s website: mikrotik.com

3. Categories of Personal data

Personal data may be collected from the Client, from the Client’s use of the services and from external sources such as public registers.

Personal data categories which MikroTik primarily, but not only, collects and processes are: Identification data such as name, date of birth, contact: data such as address (including IP address), telephone number, email address, language of communication, in some cases photography.

Data about the relationships with legal entities such as data submitted by the Client or obtained from public registers or through third party for the execution of transactions on behalf of the legal entity in question.
Professional data such as data of gained MikroTik training certifications.

4. Purposes and basis of Processing Personal data

MikroTik processes Personal data primarily to:

4.1 manage clients relations in general and provide and administrate access to products and services of MikroTik, to conclude and execute an agreement, for example sales agreement, MikroTik Academy agreement with the Client, issue certification of MikroTik certified training programs;

4.2. inform about MikroTik training events, MikroTik user meetings to attend, keeping data updated and correct by verifying and enriching data through external and internal sources based on: performance of an agreement or in order to take steps at the request of the Client prior to entering into an agreement, offer to the Client the services of MikroTik, or MikroTik's legitimate interest to offer additional services, organize events and training for a Client based on: MikroTik's legitimate interest to improve MikroTik's services, improve the Client's user experience of services and to develop new products and services or consent from the Client.

4.3 comply with legal obligations and verification of identity, to prevent cases if the Client is subject to financial sanctions or other embargoes imposed by European Union;

4.4 prevent misuse of services and ensure adequate provisions of services;

4.5. prevent unauthorized access and misuse of services and to ensure the safety of information based on: performance of an agreement or take steps at the request of the Client prior to entering into an agreement or compliance with a legal obligation or consent from the Client or MikroTik's legitimate interests to have control over authorizations, access to and functioning of MikroTik digital services;

4.6. establish, exercise and defend legal claims; to establish, exercise, assign and defend legal claims based on: performance of an agreement or in order to take steps at the request of the Client prior to entering into an agreement or compliance with a legal obligation or MikroTik's legitimate interests to exercising legal claims;

4.7 Execute transactions via MikroTik e-com, purchase orders.

5. Recipients of Personal data Personal data might be shared with other recipients, such as:

5.1. Authorities (such as law enforcement authorities, bailiffs, tax authorities, supervision authorities and financial intelligence units).

5.2. MikroTik personnel within the framework of fulfilling the work tasks, performance of work duties.

6. Geographical area of Processing

6.1 As a general rule the Personal data is processed within the European Union/European Economic Area (EU/EEA).

7. Retention periods

7.1 Personal data will be processed no longer than necessary. The retention period may be based on agreements with the Client, the legitimate interest of MikroTik or applicable law (such as laws related to bookkeeping, statute of limitations, certification deadline civil law, administrative law etc.).

8. Clients' rights as a data subject

A Client (data subject) has rights regarding his/her data Processing that is classified as Personal data under applicable law. Such rights are in general to:

8.1 Require his/her Personal data to be corrected if it is inadequate, incomplete or incorrect;

8.2 Object to Processing of his/her Personal data, if the use of Personal Data is based on a legitimate interests, including profiling for direct marketing purposes (such as receiving marketing offers or participating in surveys);

8.3 Require the erasure of his/her Personal data, for example, that is being processed based on the consent, if he/she has withdrawn the consent. Such right does not apply if Personal data requested to be erased is being processed also based on other legal grounds such as agreement or obligations based on applicable law;

8.4 Restrict the Processing of his/her Personal data under applicable law, e.g. during the time when MikroTik assesses whether the client is entitled to have his/her data erased;

8.5 Receive information if his/her Personal data is being processed by MikroTik;

8.6 Receive his/her Personal data that is provided by him-/herself and is being processed based on consent or in order to perform an agreement in written or commonly used electronic format and were feasible transmit such data to another service provider (data portability).

8.7 Withdraw his/her consent to process his/her Personal data;

8.8 Not to be subject to fully automated decision-making, including profiling, if such decision-making has legal effects or similarly significantly affects the Client. This right does not apply if the decision-making is necessary in order to enter into or to perform an agreement with the Client, if the decision-making is permitted under applicable law or if the Client has provided his/her explicit consent;

8.9 Lodge complaints pertaining to the use of Personal data to the Data Protection Authority at www.dvi.gov.lv of Latvia if he/she considers that Processing of his/her Personal data infringes his/her rights and interests under applicable law.

9. Contact details

9.1 Clients may contact MikroTik with any enquiries, withdrawal of consents, requests to exercise data subject rights and complaints regarding the use of Personal data.

9.2. Contact details of MikroTik are available on MikroTik website: mikrotik.com.

10. Validity and amendments of the principles

10.1. The principles are provided to the Clients on mikrotik.com.

10.2. MikroTik is entitled to unilaterally amend the principles at any time, in compliance with the applicable law, by notifying the Client of any amendments at the MikroTik homepage, via website of mikrotik.com, by post on new letter, via e-mails or in another manner (for example through mass media), not later than one month prior to the amendments entering into force.