

## UAB LTG LINK PRIVACY NOTICE

Last updated on 17 March 2022

Private limited liability company LTG Link (hereinafter referred to as “**LTG Link**” or “**Company**” or simply “**we**”) stores and processes information about you in accordance with the General Data Protection Regulation of the European Union (hereinafter - **GDPR**<sup>1</sup>) and other regulatory enactments governing the protection of data. This LTG Link Privacy Notice (hereinafter - “**Privacy Notice**”) gives details about this.

### 1. What is provided in this Privacy Notice?

In this Privacy Notice, we provide answers to the most important questions about how we collect, use and store information about you. Please read this important information carefully and from time to time visit our website at [www.ltglink.lt](http://www.ltglink.lt) and read the latest version of the Privacy Notice updated there.

### 2. Who is responsible for protecting your information?

UAB LTG Link, legal entity code: 305052228, registered address: Geležinkelio st. 16, Vilnius, e-mail address: [info@ltglink.lt](mailto:info@ltglink.lt), telephone No: 8 700 55 111

### 3. Why and what information do we collect about you?

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
3.1	We conclude and execute a passenger transport contract with you or your children (wards), as well as provide related services (e.g. ticket sales or refunds), fulfill the related tax obligations	Name, surname, email address, telephone number, method of payment, payer's bank account number, other information related to the payment, information on purchased tickets and travel details (ticket number, travel route, train number, arrival and departure stations, travel time, travel duration, seat number, wagon and its class, fare, benefits granted, ticket number), time ticket card information, information on additional services (bicycle, extra luggage, animal transport)	We enter into a contract with you and fulfill our contractual obligations (Item b of Paragraph 1 of the GDPR), we must collect information in accordance with the law (Item c of Paragraph 1 of Article 6 of the GDPR).	During the validity of the contract and for 1 year after the purchase of the ticket.  1 year from the request for return of the electronic ticket

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<sup>1</sup> 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).

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
		Information about the disability	Processing of data is necessary for reasons of important public interest on the basis of the regulatory enactments of the Republic of Lithuania (Item g of Paragraph 2 of Article 9 of the GDPR, Law of the Republic of Lithuania on Transport Privileges)	
3.2.	We conclude and execute train rental and passenger carriage route agreements with you, fulfill the related tax obligations	Name, email address, telephone number, signature, amount due, amount of guarantee deposit, method of payment, payer's bank account number, other information relating to the payment, contract and contractual information, date of contract, time and route of the rented train, information contained in the acceptance-transfer deed, other information related to the conclusion and performance of the contract	We enter into a contract with you and fulfill our contractual obligations (Item b of Paragraph 1 of Article 6 of the GDPR), we must collect information in accordance with the law (Item c of Paragraph 1 of Article 6 of the GDPR).	During the term of the contract and for 10 years after the end of the contract
3.3.	We enter into and execute contracts with you for the acceptance, processing, transportation and issuance of parcels, and fulfill the related tax obligations	Consignors' and consignees': name, surname, city, contact telephone number, signature, service receipt, service receipt number, number and route of the train carrying the parcel, date of acceptance and receipt of the parcel, type of parcel, amount paid for the consignment, details of the document submitted (power of attorney) (when the parcel is picked up by the consignee's representative), request / complaint on packaging damage and information	We enter into a contract with you and fulfill our contractual obligations (Item b of Paragraph 1 of Article 6 of the GDPR)	2 years from shipment

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
		contained therein, written refusal to pick up the parcel.		
3.4.	We store and issue: found items, items removed from the electronic storage, items from oversized luggage / long-term storage room	<p>Signature of the person requesting the release of the found items: name, surname, address, telephone number, date of loss of the items, circumstances of the loss, type of packaging of the items, quantity, amount paid for storage costs, signature</p> <p>Signature of the person requesting the release of the items left in the electronic storage or oversized luggage / long-term storage room: name, address, telephone number, section number, locker number, receipt number, type of packaging, quantity and amount paid for the storage of the items, signature</p>	<p>We enter into a contract with you and fulfill our contractual obligations (Item b of Paragraph 1 of Article of the GDPR)</p> <p>We have a legitimate interest (to ensure the storage and transfer of found items to their owners) (Item f of Paragraph 1 of Article 6 of the GDPR)</p>	1 year from the date of application
3.5.	Through the hotline channels, you provide us with information on possible fraud, corruption, other criminal offenses, breaches of law, and violations of employment duties.	<p>If the person provides the information by telephone not anonymously - the data provided by the person himself/herself - name, surname, etc., the content of the message sent, the telephone number from which the call was made, the start, end, duration of the call and other personal data if indicated by the person when providing information</p> <p>If a person provides information by email or via the website <a href="http://www.litrail.it">www.litrail.it</a> - email address and additional information, if the person provides the information not anonymously - name, surname, telephone number, content of the message.</p>	We have a legitimate interest (to prevent fraud, corruption, other criminal offenses, violations of law, employment duties and other violations - to prevent the committed acts, to take measures to prevent future acts, etc.) (Item f of Paragraph 1 of Article 6 of the GDPR)	1 year from the date of receipt of the information
3.6.	We enter into and execute contracts for the provision of advertising services with you, and fulfill	Name, surname, email address, telephone number, signature, amount payable, method of payment, payer's bank account number, other information	We enter into a contract with you and fulfill our contractual obligations	During the term of the contract and for 10 years after the end

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
	the related tax obligations	related to the payment, contract and information in the contract, contract date, advertising layout, information on the place of advertising, information contained in the deed of acceptance and transfer, other information related to the conclusion and performance of the contract	(item b of Paragraph 1 of Article 6 of the GDPR), we must collect information in accordance with the law (Item c of Paragraph 1 of Article 6 of the GDPR).	of the contract
3.7.	We maintain relations with the natural or legal persons you represent	Name and surname, personal identification number and (or) date of birth, residence address, power of attorney, term and number of the power of attorney, signature, contact with the represented person, position, position, telephone number, email address, login name to our systems, all information you provide to the Company (e.g. information about the person you represent, contracts entered into, etc.) and, as far as the performance of the contract is concerned, communication with you, any other information that may be required for the proper performance of the contract	We have a legitimate interest (in maintaining relations with the persons you represent) (Item f of Paragraph 1 of Article 6 of the GDPR)	During the term of the contract and for 10 years after the end of the contract
3.8.	<p>After the travel, we invite you to take part in a <b>survey</b> asking for your opinion on the quality of services provided, your experience during the travel.</p> <p>If you consent to the survey, we also ask for opinions about offers, services or your needs</p> <p>Surveys help us to improve the quality of our services and develop services</p>	<p>In order to contact you and find out your opinion and evaluation, we collect the following data from you: name, surname, email address.</p> <p>You can unsubscribe from surveys at any time by clicking the unsubscribe link in the survey email.</p> <p>Other demographic data in surveys are collected and used for statistical information / analysis purposes only.</p>	We have a legitimate interest in inquiring about the quality of services after the travel (Item f of Paragraph 1 of Article 6 of the GDPR) or we have the consent to use the information about you for direct marketing and surveys (Item a of Paragraph 1 of Article of the GDPR, paragraph 1 of	2 (two) years from the date of receipt of your consent or until you withdraw this consent.

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
	that meet your needs.		Article 81 of the Law of the Republic of Lithuania on Electronic Communications).	
3.9.	<p>We carry out direct marketing by sending you <b>newsletters</b> via email.</p> <p>In the newsletters we provide special offers on ticket discounts for local train travel, advertisements or announcements about promotions, services that are related to the activities of both the Company and the Company's partners.</p>	<p>For communication with newsletters, we collect the following personal data from you: name, surname, email address.</p> <p>You will find opt-out and settings management features at the bottom of each newsletter.</p>	<p>We have consent to the use of information about you for direct marketing purposes (Item a of Paragraph 1 of Article 6 of the GDPR, Paragraph 1 of Article 81 of the Law of the Republic of Lithuania on Electronic Communications).</p>	<p>2 (two) years from the date of receipt of your consent or until you withdraw this consent.</p>
3.10.	<p>Communicating with you, organizing contests, games on our social networks:</p> <p><b>Facebook account</b>  <a href="https://www.facebook.com/LTGLink">https://www.facebook.com/LTGLink</a>  <b>Instagram account</b>  <a href="https://www.instagram.com/ltg_link/">https://www.instagram.com/ltg_link/</a>  <b>LinkedIn account</b>  <a href="https://www.linkedin.com/company/ltg-link/mycompany/?viewAsMember=true">https://www.linkedin.com/company/ltg-link/mycompany/?viewAsMember=true</a>  <b>YouTube channel</b>  <a href="https://www.youtube.com/channel/UCq6S_jYD9REozJ4pKluNC3w">https://www.youtube.com/channel/UCq6S_jYD9REozJ4pKluNC3w</a>  <b>TikTok channel</b></p>	<p>We will manage the data of your social network account provided by you on our accounts - account name, account profile picture, reactions ("likes") to the published information, comments you have left on our account (e.g. if you share photos or videos in comments).</p> <p>For the purpose of organizing games and competitions, we will process your personal data as described in this privacy notice.</p> <p>You can exercise the right to object to the processing of personal data on social networks in accordance with the procedure established by social network managers.</p>	<p>We will process the personal data you provide on the basis of a legitimate interest - to keep you informed of what's going on, to communicate with our followers and visitors to our social pages, to tailor the information we provide and other account activity to the needs of the account visitors.</p>	<p>The personal data you provide in connection with certain activities on social networks is processed and stored in accordance with the procedures and terms set by the social network operators, and we cannot influence this in any way.</p>

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
	<a href="https://www.tiktok.com/@ltglink">https://www.tiktok.com/@ltglink</a>			
3.11.	We will invite you to participate in competitions and games.	We will collect the following personal data for participation in competitions and games: name, surname, email address, telephone number and other data which we will inform about in the conditions of the competition. This is necessary for us to be able to fulfill our contractual obligations to you. If we are unable to use your data, you will not be able to participate in the competition and win. In the case of winning prizes, we process personal data in order to comply with the legal requirements applicable to us.	We have your consent (Item a of Paragraph 1 of Article 6 of the GDPR)	6 months after the end of the competition.
3.12.	You submit an inquiry, request, suggestion or complaint to us by general email address, in the form provided on the website or through other electronic communication channels	Name and surname, email address, telephone number, subject of the request, time of receipt of the request, content of the request, annexes to the request, history of correspondence, other information provided in connection with the submitted request, reply to the request	We have your consent (Item a of Paragraph 1 of Article 6 of the GDPR), we must collect information in accordance with the law (Item c of Paragraph 1 of Article 6 of the GDPR), we have a legitimate interest (to examine your inquiries, requests or complaints) (Item f of Paragraph 1 of Article 6 of the GDPR)	1 year after last application  and  2 years after submitting a complaint
3.13.	We record telephone conversations to ensure the quality of the services	Telephone number, records of telephone conversations and data provided during calls	We have a legitimate interest (to ensure the quality of	1 year after talking to you

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
	provided, to provide accurate information about the services provided and to provide advice, and to examine inquiries, complaints and requests.		customer service, to provide accurate information about the services provided and to provide advice, to ensure the appropriate quality of customer service, to examine requests, inquiries or complaints under Item f of Paragraph 1 of Article 6 of the GDPR).	
3.14.	We ensure the safety of your health, life and the property of the Company and your property - in cases when you are in filmed premises or trains of the Company	Video material (in some cases, the image is recorded with the audio)	We have a legitimate interest (security of property and persons) (Item f of Paragraph 1 of Article 6 of the GDPR)	Up to 30 days
3.15.	We investigate railway disasters, traffic accidents or incidents	Name, surname of witness of a railway disaster, traffic accident or incident, as well as name, surname, sex, age, sobriety, actions of the person who suffered during the railway disaster, traffic accident or incident, as well as name, surname of the those responsible for the railway disaster, traffic accident or incident, and all other information which we must process under Annex 2 to the Regulations for the Submission of Notices on Railway Disasters, Traffic Accidents and Incidents, and for the Investigation of Railway	We must collect information in accordance with the law (Item c of Paragraph 1 of Article 6 of the GDPR, Regulations for the Submission of Notices on Railway Disasters, Traffic Accidents and Incidents, and	10 years after a railway disaster, traffic accident or incident

No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
		Disasters, Traffic Accidents and Incidents and Liquidation of Consequences Thereof, approved by order of the Minister of Transport and Communications of the Republic of Lithuania No 3-531(1.5 E) of 23 December 2015	for the Investigation of Railway Disasters, Traffic Accidents and Incidents and Liquidation of Consequences Thereof, approved by order of the Minister of Transport and Communications of the Republic of Lithuania No 3-531(1.5 E) of 23 December 2015).	
3.16.	You use wireless internet connection on our trains	IP address, operating system version and settings, device name and settings (MAC, type, etc.), session start time and duration, query terms, and any information stored using cookies applied to the visitor's device, the name and version of the browser used, the action, and the date and time it was performed, URL-address connected, the protocol used to connect, the application used, the port number of the connection to be connected, the amount of data downloaded / sent during the connection, other service data used to establish the connection	We enter into and execute a contract with you (Item b of Paragraph 1 the Regulation)	Up to 1 year
3.17.	We ensure the efficient and secure operation of our website and seek to know how individuals use the services we offer on the website so that we can improve them and create new ones.	IP address, version of the operating system, settings of the device you are using, the start time and duration of the session, the terms of the requests you enter on our website, and any information stored using cookies applied to your device (see Item 11 of the Privacy Notice).	We have a legitimate interest (to monitor the quality of our services, to improve and create new services, to ensure that the Company's website operates in a	Up to 1 year



No	Why do we collect information about you?	What information do we collect about you?	Why do we have the right to collect the information you provide?	How long do we use or store information about you?
			high-quality manner and safely and that persons who visit it find relevant information) (Item f of Paragraph 1 of Article 6 of the GDPR).	
3.18.	We can participate in legal proceedings related to you	All information mentioned in this Privacy Notice, documents sent to you and their attachments, documents submitted by you and their attachments, procedural documents, court rulings, resolutions, judgements	We have a legitimate interest (to defend the rights of the Company in legal proceedings) (Item f of Paragraph 1 of Article 6 of the GDPR)	10 years after the end of the contract with you or 10 years after the end of legal proceedings
		Special categories of personal data	The data is necessary for us to make, enforce or defend legal claims (Item f of Paragraph 2 of Article 9 of the GDPR).	
3.19	You submit a request to enforce the rights of data subjects under the GDPR and we ensure the performance of the request	Depending on what personal data you provide: name, phone number, address, date of birth, email address, table number, legal partner code, copy of identity document, request for exercise of data subject's rights, date of request, place of request, specified method of replying to the request, content of the request and other information provided in the data subject's request, reply to the data subject, other information related to the exercise of the data subject's rights.	We have a legal obligation (to ensure the exercise of the rights of data subjects (Chapter III of the GDPR)	Applications are kept for 5 years from the date of the reply.

#### **4. Processing of personal data of children**

- 4.1. Only persons over 14 years of age can become registered users, participate in the loyalty programme and express consent to direct marketing. Individual loyalty programs or contest conditions may provide for a different, higher minimum age limit for participants.
- 4.2. If we have reasonable grounds to suspect that we are processing data from individuals under the age of this section, we will remove the data from those databases.

#### **5. What information you must provide us and why?**

Please review the answer to item 3 above - you must provide the information about you that is necessary to:

- 5.1. enter into contracts with you and fulfill contractual obligations;
- 5.2. enter into contracts with the persons you represent and fulfill contractual obligations;
- 5.3. give you access to wireless internet on our trains.

If you do not provide the specified information, we will not be able to enter into contracts with you and / or the persons you represent and fulfill contractual obligations.

#### **6. Where do we get information about you?**

Most of the information is provided by you, but we can get some of the information from:

- 6.1. the legal entities that you represent or where you are employed at;
- 6.2. joint-stock company „Lithuanian Railways“ (for the purposes specified in items 3.5, 3.14, 3.15).

#### **7. Who do we pass on information about you to?**

We will only transfer or share information about you to/with our partners, service providers, and the following entities to the extent necessary and permitted by applicable law, including for the reasons listed in Item 3:

- 7.1. parent company of UAB LTG Link, i.e. AB Lithuanian Railways, and its subsidiaries (data may be transferred for all purposes specified in item 3);
- 7.2. banks performing settlement operations (data shall be transferred for the purpose specified in Clause 3.1);
- 7.3. courts, supervisory, law enforcement and other public authorities (data may be transferred for all purposes listed in the answer to question 3);
- 7.4. lawyers, notaries, bailiffs, auditors, consultants, IT maintenance service providers, electronic communications service providers, insurance companies, companies providing archiving services and other services to the Company (data may be transferred for all purposes provided in the answer to question 3).

Please note that the Company selects as data processors only those persons who have provided the Company with a sufficient guarantee that they apply appropriate technical and organizational measures to ensure the safe processing of personal data and the appropriate level of data protection in accordance with applicable legislation of the European Union.

## 8. Will your data be transferred outside the European Economic Area? <sup>2</sup>

In most cases, personal data are processed and transferred within the European Union and the European Economic Area, but where necessary for the provision of certain services, data may be transferred and processed outside those territories, provided that an adequate level of protection of personal data is observed. Where permitted by law and for the reasons set out in Section 7 of this Privacy Notice, we disclose information about you:

- 8.1. on the basis of the European Commission's decision on adequacy, meaning that the European Commission has recognized the country in which the third party is established and / or operates as ensuring an adequate level of protection of personal data;
- 8.2. we have signed a contract with a third party based on the Standard Contract Terms approved by the European Commission;
- 8.3. we have received the permission of the State Data Protection Inspectorate;
- 8.4. by using, where possible, other possible personal data protection measures and allowable derogations.

## 9. What rights do you have?

The GDPR and other regulatory enactments give you rights, provide for cases when you can exercise them, the procedures you must follow, as well as the exceptions when you may not exercise those rights. When permitted by law, you may:

- 9.1. access your personal data, i.e. receive a notification confirming whether LTG Link processes your personal data and, if so, request access to the processed data and related information;
- 9.2. provide us with a request to correct inaccurate, incorrectly used information or to supplement it when it is incomplete;
- 9.3. provide us with a request to delete information we hold about you if we use it illegally;
- 9.4. provide us with a request to restrict the processing of available information about you when you dispute the accuracy of the data or object to the processing of the data, do not consent to the deletion of your illegally processed data, or you need the data to claim, enforce or defend legal claims;
- 9.5. to object to the use of data when we process your data in the legitimate interests of LTG Link and / or third parties;
- 9.6. provide us with a request to transfer (receive) data which you have provided to us under a contract or consent to the processing of data and which we process by automated means in a shared electronic form;
- 9.7. object to being subject to a fully automated decision, including profiling, if such a decision is likely to have legal consequences or similar significant effects on you;
- 9.8. revoke the consents given to us regarding the use of your information when we use the data on the basis of your consent;
- 9.9. lodge a complaint with the supervisory authority, in particular in the Member State where you are domiciled or where the suspected violation of the GDPR has been committed, and apply for legal remedies. The supervisory authority in the Republic of Lithuania is the State Data Protection Inspectorate (L. Sapiegos st. 17, Vilnius; email: ada@ada.lt), but first we recommend that you contact us and we will try to resolve all your requests together with you.

## 10. How can you exercise your rights?

To exercise your rights under Item 9 of this Privacy Notice, you must:

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<sup>2</sup> The European Economic Area comprises all the Member States of the European Union, as well as Iceland, Liechtenstein and Norway.

- 10.1. personally deliver the application for the exercise of the data subject's rights (hereinafter - the **Application**)<sup>3</sup> to the Company's headquarters, Passenger Information Centre or to the Data Protection Officer at the addresses specified in Item 14 of this Privacy Notice (the Application must be accompanied by an identity document);
- 10.2. send the Application to the Company or the Data Protection Officer at the postal addresses specified in Item 14 of this Privacy Notice (a copy of the identity document certified by a notary or in other procedure established by regulatory enactments must be attached to the Application);
- 10.3. submit the Request to the Company or the Data Protection Officer at the email addresses specified in Item 14 of this Privacy Notice (the request submitted by email must be signed with a secure electronic signature).

## 11. Do you profile me and make automated decisions?

The company may profile you for statistical purposes. Also, in order to prevent the sending of unsolicited marketing offers, we classify you according to the date of conclusion of the contract, the term of the contract, the status of the contract, your age.

## 12. Does your website leave cookies on my computer or device?

Yes, we use cookies as shown in the table below. Cookies are small text files stored on the browser of your device (e.g. computer, mobile phone, tablet) when you browse websites. Other technologies, including data stored on your browser or device, identifiers associated with your device, and other software, may be used for similar purposes. Cookies are widely used to make websites work or perform better and more efficiently.

Compulsory cookies			
<p><b>Compulsory cookies</b> are cookies that are necessary for the proper functioning of the website. They allow you to use certain features of the website, such as securely signing in to an account created on the website. Cookies are used to ensure the technical functioning of the website. If you disable cookies in your browser, some features of the website may not work at all or in full.</p>			
Name	Supplier	Purpose	Validity period
i18nextLng	LTG Link	To set the visitor's preferred language. Allows the website to set the preferred language when a visitor returns.	Permanent
selectedCurrency	LTG Link	To save currency selection	Permanent
selected_public_locale	LTG Link	To save language preferences	1 year
turnit_a11y_widget	LTG Link	To save the user-selected accessibility widget options by reuploading	1 year
turnit_webshop_access_token	LTG Link	To save user login status	1 week or until the users log out
turnit_gdpr_cookie_consent	LTG Link	To remember the user's consent to the use of cookies	1 year
turnit_basket	LTG Link	To save the cart after logging out	1 year or until the expiration of basket (20 minutes).

<sup>3</sup> The recommended form of request to exercise rights of a data subject is given [here](#).

redux/persist/PREFERRED_STOPS	LTG Link	To save the selection of stations searched for	Permanent
redux/persist/BASKET	LTG Link	To save the Cart Guide (id) to save existing user order information after reuploading	Permanent or until the expiration of cart (20 minutes).
redux/persist/SEARCH_QUERY	LTG Link	To save search query after reuploading	Permanent or until the expiration of cart (20 minutes).
turnit/persistence/TRAVELING_WITH	LTG Link	To save information if the user searched for a bike or pet seats to save after reloading	Permanent or until the expiration of cart (20 minutes).
turnit/persistence/COMPLETED_PASSENGERS	LTG Link	To save information about passengers who have filled in passenger information (without saving actual information), limiting their ability to re-submit passenger information	Permanent or until the expiration of cart (20 minutes).
turnit/persistence/COMPLETED_ADDONS	LTG Link	To save information about additional services	Permanent or until the expiration of cart (20 minutes).
seenNotices	LTG Link	To save the list of messages displayed on the home page	Permanent
<b>Optional cookies that you can manage and refuse</b>			
_ga	Google	To register a unique ID that is used to generate statistical information about how a visitor is using the website	2 years
_gid	Google	Used to distinguish users	24 hours
_ga_<container-id>	Google	Used to maintain session status in Google Analytics settings to store and count pageviews.	2 years
_gac_gb_<container-id>	Google	Stores campaign information in order to provide Google Ads tools for measuring customer interaction on the page	90 days
NID	Google	Used for these purposes to show Google ads to offline users on Google services	6 months
__exponea_etc__	Exponea	This cookie is used to determine whether a customer is new or has previously visited the website	3 years
xnpe_[project-token]	Exponea	This cookie is a version of the cookie above (on the server side). They both have the same value and help maintain the user identity (new or existing) in browsers	3 years
__exponea_time2__	Exponea	The time stamp offset between browser and server time	60 minutes
__exponea_ab_[ABTestName]__	Exponea	To save the name of the selected option during the A / B test	3 years
__zlcmid	Zendesk (customer service system)	To save the visitor's device ID in order to authenticate the visitor in the chat window	1 year

__zlcprivacy	Zendesk (customer service system)	To store the decision of the store visitor on the privacy policy	1 year
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### 13. How can you manage cookies?

By visiting the website (www.ltglink.lt) you can choose whether you want to use cookies. You can manage cookies on the website itself and (or) delete them according to your browser preferences. You can opt out of the use of optional cookies on the website, but the website may be not fully functional, for example, you will not be able to use the chat window assistance when purchasing.

You can choose which cookies you would like to accept and which you would like to reject in your browser settings. You can delete all cookies already on your computer, and in most browsers you can prevent cookies from being saved. The location of these settings depends on the browser you are using.

If you do not agree to the storage of cookies on your computer or other device, you can revoke your consent at any time by changing the settings on the website and deleting the stored cookies in your browser. If you choose to delete cookies, keep in mind that all your options will be removed as well. In addition, many websites (including www.ltglink.lt) may not function properly if cookies are completely blocked. For these reasons, we do not recommend disabling compulsory cookies.

#### How do I delete cookies from my device?

In order to prevent the processing of your personal data with the help of cookies, you can change the settings of your Internet browser so that cookies are not accepted, or delete the stored cookies.

You can change your cookie settings at any time in your browser. All browsers have the ability to delete cookies. More detailed instructions depend on the browser you are using, you can find them in the options menu of the browser you are using:

[Cookie settings in Internet Explorer](#)

[Cookie settings in Firefox](#)

[Cookie settings in Chrome](#)

Cookie settings in [Safari web](#) and [iOS](#)

More information on <https://www.allaboutcookies.org/>

We reiterate that removing or blocking the cookies used may affect the operation of the website and some of its functionalities, as well as may adversely affect your use of the services available on the portal.

To learn more about cookies and how to manage or remove them, simply visit <https://www.allaboutcookies.org/> and your browser's help page.

### 14. How to contact the Company or the Data Protection Officer?

If you have any questions, comments or complaints about how we collect, use and store information about you or would like to exercise your rights as a data subject, you can contact:

14.1. The company by, address: Geležinkelio st. 16, Vilnius, phone No: 8 700 55 111, email [info@ltglink.lt](mailto:info@ltglink.lt);

14.2. Data Protection Officer, address: Prūsų st. 1 Vilnius, email [dap@ltg.lt](mailto:dap@ltg.lt)