

# INFORMATION ON THE PROCESSING OF PERSONAL DATA

---

## Customer services, handling of requests and complaints at the Office of the Government of the Republic of Lithuania

---

### Data controller

Personal data you provide will be processed by the Data Controller - the Office of the Government of the Republic of Lithuania (hereinafter 'the Office'), the code of legal entity: 188604574, address: (Gedimino Avenue 11, LT-01103 Vilnius tel.: (8 5 ) 266 3711, email: LRVkanceliarija@lrv.lt.

### Purpose of the Processing of Personal Data

Your personal data will be processed by the Office for the purpose of handling your request, complaint, or application (petition), while providing consultations to you at the HelpDesk of the Office of the Government or at the appointment with Ministers. Personal data processed for this purpose will also be processed for the purpose of document management, identification of the data subject, for the purpose of arranging access to the premises of the Office.

### Origin of Personal Data

The Office will process your personal data, made available by you in submitting your request, complaint, or application (petition), or in physical consultations at the HelpDesk or the appointment with ministers. If you submit a request, complaint, application (petition) through the information system, eCitizen, your personal data will reach the Office through the manager of this system - the Information Society Development Committee. Also, the Office may receive your personal data from the person named in the request, complaint, application (petition) or from other institutions and bodies, if they have the information necessary for the examination of your request, complaint, application (petition), or for the consultation to be provided or for the arrangement of appointment with a minister.

### Scope of processed data

In filing, registering and processing of your request, complaint, application (petition) or in consultations at the Government HelpDesk or during an appointment with a minister, the Office will process the following personal data: name, surname, place of residence and/or address, personal identification number (in the case of an application/petition), contact details, and other data, signature, the content of the request or complaint, the subject matter of the issue and other information provided by you, data necessary for the examination of your request, complaint, application/petition, or for provision of consultation, or for arrangement of appointment with a minister.

If the request, complaint, application (petition) is submitted through the information system, eCitizen, the Office will receive from this information system and further process your name,

surname, personal identification number (in the case where identification was done) and email address, the content of the request, complaint, application (petition), as well as any other information you have provided.

For your access to the premises of the Office, the Office will process your personal data: your name, surname, email, address, telephone number, subject matter of the issue (in the case of an appointment with a member of the Government).

Additional data related to the registration of a document (date of receipt/sending and document number) will be processed for the purpose of document management. Provision of personal data is mandatory. If you fail to provide your personal data, the Office will not be able to process your request, complaint, application (petition), provide consultations or arrange for an appointment with a minister.

### **Legal basis for the processing of personal data**

The Office will process personal data in accordance with Article 6(1)(c) of the General Data Protection Regulation, in fulfilment of the legal obligations laid down in the Law on Public Administration, the Law on Petitions, the Rules for Handling Requests and Complaints and Serving Customers in the Entities of Public Administration, approved by Resolution of the Government of the Republic of Lithuania No 875 of 22 August 2007, and in the Description of the Procedure for Ministers' Meeting with Citizens of the Republic of Lithuania and Other Persons approved by Order No V-194 of the Chancellor of the Government of 9 December 2022, Article 15(1) of the Law of the Republic of Lithuania on VIP Protection, the Description of Access to the Office of the Government, its specific areas and the courtyard of the Office of the Government, approved by Order No V-97 of the Chancellor of the Government of 1 April 2019, and the duties laid down in the Rules for the Management and Record-keeping of Documents, approved by Order No V-118 of the Chief Archivist of the Republic of Lithuania of 4 July 2011. If you provide special categories of data, they will be processed in line with the aforementioned legal acts and Article 9(2)(g) of the General Data Protection Regulation.

### **Recipients of personal data**

The personal data provided by you may be made available to state or municipal institutions or bodies competent to examine your request, complaint or application (petition), or who have information required for examination of your request, complaint or application (petition), provision of consultation or arrangement of appointment with a minister; to the person specified in the request or complaint; to representatives of the ministry or subordinate body under supervision of the minister with whom you have an appointment and submitted your issue; to the court or Lithuania's Administrative Disputes Commission (when contesting the decision taken by the Office after the examination of the request or complaint); to the data processor engaged by the Office to provide information systems and their administration or maintenance, notification and other services; and to other third parties to whom the Office is required to disclose the personal data by law or regulations. For the purpose of arranging access to the premises of the Office, personal data must be submitted to the Dignitary Protection Service of the Republic of Lithuania.

## **Storage and Destruction of Personal Data**

Your request, complaint, application (petition) and the documents of its examination will be stored in the documentation files of the Office and in the Document Information and Operation Management Information System (DIVIS), for the period of time set out in the Office documentation plan. After the expiry of this period set out in the documentation plan, the documents containing your personal data will be destroyed in accordance with the established procedure or handed over to the State Archives for safekeeping. Requests, complaints, applications (petitions) submitted through the information system, eCitizen, will be stored for the period of time provided by this system. Personal data collected for the purpose of arranging access to the premises of the Office will be stored until their transfer to the Dignitary Protection Service.

## **Rights of the Data Subject**

As a data subject, you have the right, under the conditions and to the extent provided for in the General Data Protection Regulation: 1) to receive information about the processing of your personal data; 2) to have access to your personal data processed by the Office; 3) to request correction of inaccurate or incomplete personal data; 4) to request restriction of the processing of your personal data; 5) to request deletion of your personal data; 6) to lodge a complaint with a supervisory authority (the State Data Protection Inspectorate); and 5) to obtain redress for the inadequate processing of your data. To exercise your rights as a data subject, you may contact the Office at the above-mentioned contacts or the Data Protection Officer of the Office of the Government at [dap@lr.lt](mailto:dap@lr.lt), by submitting your request in writing and confirming your identity.

## **Further information**

For more information on the processing of personal data and the implementation of the rights of data subjects please see column Personal data protection on the website of the Office of the Government: <https://lr.lt/lt/vyriausybes-kanceliarija/asmens-duomenu-apsauga/> .