

Privacy Policy

Last updated: 30 July 2026

1. About this Policy

This Privacy Policy explains how "INFOTECH" SIA ("INFOTECH", "we", "us" or "our") processes personal data when you visit this website (the "Website"), send an enquiry or otherwise contact us about our services.

For the processing described in this Policy, INFOTECH is the data controller.

Company details:

- Legal name: "INFOTECH" SIA
- Registration number: 50203474781
- VAT number: LV50203474781
- Legal address: Rīga, Vaidelotes iela 24 - 7, LV-1055
- Email: info@infotech.lv
- Phone: +371 29813330

This Policy applies to the Website and the initial business communications connected with it. A separate contract or privacy notice may apply once a client relationship begins. When INFOTECH processes personal data solely on a client's instructions while delivering software or support services, that processing is governed by the relevant client agreement.

2. Personal data we process

The personal data we process depends on how you use the Website and how you contact us.

Information you provide

When you use a contact form, email us or speak with us by phone, you may provide:

- your name and business contact details;
- the name of the company or organisation you represent;
- information about a proposed project, service request or business need;
- the content of your message and any other information you choose to include; and
- records of our correspondence with you.

Please do not send passwords, access credentials, special-category personal data or personal data that is not needed for your enquiry through a general contact form or ordinary email.

Information collected when you visit the Website

Our hosting, security and website systems may record technical data needed to deliver and protect the Website. This may include:

- IP address;

- browser and device information;
- the date and time of a request;
- pages or resources requested;
- referring page; and
- diagnostic, security and error logs.

If you choose to allow non-essential cookies, we may also receive information about how the Website is used. The current cookie categories and your available choices are explained in the Cookie Policy and in the Website's cookie settings.

We collect personal data directly from you when you contact us, automatically from your browser or device when it communicates with the Website, and from the Website providers that support those interactions. This Policy does not cover personal data that INFOTECH receives from a client and processes solely on that client's instructions.

3. Why we use personal data

We process personal data only when we have a lawful basis under the General Data Protection Regulation (EU) 2016/679 (the "GDPR").

Purpose	Personal data involved	Lawful basis
To receive, assess and answer an enquiry	Contact details, company details, message and correspondence	Steps taken at your request before entering into a contract under Article 6(1)(b) GDPR. Where you contact us on behalf of an organisation, our legitimate interest in handling business enquiries under Article 6(1)(f) GDPR.
To discuss a project, prepare a proposal or arrange a consultation	Contact details, project information and correspondence	Steps taken at your request before entering into a contract under Article 6(1)(b) GDPR and our legitimate interest in developing business relationships under Article 6(1)(f) GDPR.
To operate, troubleshoot and secure the Website	IP address, device and browser information, request data, security and error logs	Our legitimate interest in keeping the Website available, stable and secure under Article 6(1)(f) GDPR.
To remember and apply cookie choices	Cookie preference data and necessary technical identifiers	Compliance with our obligation to be able to demonstrate consent under Article 6(1)(c) GDPR and our legitimate interest in recording and applying your choice under Article 6(1)(f) GDPR.
To measure Website use through optional analytics	Cookie identifiers and usage data described in the Cookie Policy	Your consent under Article 6(1)(a) GDPR.
To comply with law or establish, exercise or defend legal claims	Relevant contact, communication and technical records	Compliance with a legal obligation under Article 6(1)(c) GDPR or our legitimate interest in protecting our legal rights under Article 6(1)(f) GDPR.

Where processing is based on consent, you can withdraw that consent at any time. Withdrawal does not affect processing that took place before consent was withdrawn.

Where processing is based on legitimate interests, we consider the purpose, necessity and possible effect on your rights before proceeding. You may object to such processing in the circumstances described below.

4. Whether you have to provide data

You decide whether to contact us and what information to include. We need enough information to understand and answer your request. If the necessary details are missing, we may be unable to respond or prepare a proposal.

Technical data required to transmit and secure the Website is processed automatically when your device connects to it. Non-essential cookies remain optional.

5. Who may receive personal data

We may give access to personal data only where it is needed for the purposes set out in this Policy. Recipients may include:

- hosting, infrastructure and website security providers;
- email, communication and business software providers;
- contractors who maintain the Website or support our IT systems;
- legal, accounting and other professional advisers; and
- public authorities, courts or law-enforcement bodies where disclosure is required by law.

Service providers that process personal data on our behalf must use it only for the agreed purpose and protect it under appropriate contractual and security requirements. We do not sell personal data.

6. Transfers outside the EEA

Some technology providers may process data outside the European Economic Area. If a transfer is necessary, we use a lawful transfer mechanism and appropriate safeguards. These may include an adequacy decision adopted by the European Commission or the European Commission's Standard Contractual Clauses, together with supplementary measures where required.

You may contact us for more information about safeguards used for a particular transfer.

7. How long we keep personal data

We keep personal data only for as long as it is needed for the relevant purpose. We determine the period by considering whether the enquiry remains active, whether the information is needed for an agreed follow-up, the security purpose of a log, the duration of a consent choice, applicable statutory retention duties and the limitation period for a possible legal claim.

- Enquiry and proposal records are kept while we deal with the request and afterwards only for documented follow-up, audit or legal-claims purposes.

- If an enquiry leads to a contract, relevant records become part of the client file and are retained under the contract and applicable legal requirements.
- Security and technical logs are kept under the Website's documented log-retention schedule, based on operational and security needs. Information relevant to a security incident may be kept until the incident and related claims or regulatory matters are closed.
- Cookie choice and consent records are kept for the lifetime of the relevant choice and afterwards for as long as reasonably necessary to demonstrate that the Website respected that choice.
- Information required for a legal claim may be kept until the relevant claim period has ended.

When data is no longer needed, we delete it or make it anonymous.

8. Your rights

Subject to the conditions and limits in the GDPR, you may:

- request access to your personal data and receive a copy;
- ask us to correct inaccurate or incomplete data;
- ask us to delete data where there is no valid reason to retain it;
- ask us to restrict processing in certain circumstances;
- object to processing based on legitimate interests;
- receive personal data you provided in a structured, commonly used and machine-readable format where the right to data portability applies; and
- withdraw consent at any time where consent is the lawful basis.

To exercise a right, email info@infotech.lv. Please describe your request clearly. We may ask for information needed to confirm your identity before acting on it. We normally respond within one month. Where permitted by the GDPR, we may extend that period by up to two further months because of the complexity or number of requests, in which case we will inform you within the first month and explain the reason.

You also have the right to lodge a complaint with the Latvian supervisory authority:

Datu valsts inspekcija (Data State Inspectorate)

Elijas iela 17, Rīga, LV-1050, Latvia

Website: <https://www.dvi.gov.lv>

Email: pasts@dvi.gov.lv

You may also contact the supervisory authority in the EU or EEA country where you live or work, or where you believe an infringement occurred.

9. Automated decision-making and profiling

INFOTECH does not use personal data covered by this Policy to make decisions that produce legal effects or similarly significantly affect you solely by automated means.

Optional analytics may group Website activity into general statistics, but INFOTECH does not use the Website to make such significant automated decisions about individual visitors. If this changes, we will update this Policy and provide the information required by the GDPR before the processing begins.

10. Data security

We use technical and organisational measures appropriate to the nature of the data and the risks involved. These measures are intended to prevent unauthorised access, alteration, disclosure, loss or destruction. Access is limited to people and providers who need the data for their work.

No online transmission or storage method can be guaranteed to be completely secure. Please use an agreed secure channel if a project discussion requires confidential material, credentials or personal data beyond ordinary business contact details.

11. Children

The Website presents business software and IT services and is not directed at children. If you believe that a child has submitted personal data through the Website, contact us so that we can review the situation and take appropriate action.

12. Links to other websites

The Website may link to services or websites operated by other organisations. Their privacy notices apply when you leave our Website. We do not control how those organisations process personal data.

13. Changes to this Policy

We may update this Privacy Policy when our Website, processing activities or legal obligations change. The current version will be published on this page with a revised "Last updated" date. If a change materially affects processing based on consent, we will request a new choice where required.

14. Contact

Questions, requests or concerns about this Privacy Policy may be sent to:

"INFOTECH" SIA

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