

Principles of customer data processing

We require customer data primarily to fulfill contracts with customers, offer new services, and comply with legal obligations.

DISCLOSURE OF CUSTOMER DATA

AS Narva Soojusvõrk processes its clients' personal data pursuant to subsection 14 (1) (4) of the Personal Data Protection Act, which means for the performance of a contract or to take steps at the request of the data subject prior to entering into a contract. According to this provision, the client's consent to the processing of personal data is not required. Furthermore, pursuant to subsection 15 (2) (2) of the same Act, additional notification of the data subject regarding the processing of personal data is not necessary, since all personal data has been obtained directly from the data subject and, consequently, the data subject is aware of the data being processed. AS Narva Soojusvõrk will forward information from its cooperating third party, including advertising, to the client only if it has obtained the client's consent.

AS Narva Soojusvõrk processes its clients' personal data based on the provisions of Section 14, Paragraph 1, Subsection 4 of the Personal Data Protection Act, which means that the processing is necessary for the performance of a contract with the data subject or for taking steps at the request of the data subject prior to entering into a contract. According to this provision, the client's consent for the processing of personal data is not required. Furthermore, based on Section 15, Paragraph 2, Subsection 2 of the same act, additional information about the processing of personal data is not necessary since all personal data has been obtained directly from the data subject, and therefore the data subject is aware of the data being processed. AS Narva Soojusvõrk forwards information from its third-party partners, including advertising, to the client only if it has obtained the client's consent.

The customer has the right to access their customer data. If the customer's data has changed or is incorrect for any other reason, the customer must immediately notify us via the customer's phone or email.

The customer has the right to request the cessation of the processing of their personal data and/or the deletion of the collected data if such a right arises from the Personal Data Protection Act or other legislation. For a more detailed explanation of the processing of your customer data, please call our customer support at +372 5884 4585 or write to us at narvasoojus@energia.ee.

DATA PRIVACY FOR CUSTOMERS

We collect as little customer data as possible, but as much as is necessary to fulfill our tasks. Access to customer data is limited to employees whose job duties require it. Data processing is strictly limited to what is necessary to fulfill job duties. Companies that cooperate with us in data processing are also obliged to adhere to our rules regarding the storage of customer data. Contracts with them include an agreement on the confidentiality of customer data.

AS Narva Soojusvõrk is a company majority-owned by Enefit AS, and it follows Enefit AS's principles for processing customer data.

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