

Personal Data Protection Service

Personal Data Protection Policy Document

Personal data protection Policy Document describes the process of processing users' personal data by the Personal Data Protection Service website - personaldata.ge (hereinafter – “the website”).

The terms used in this document have the meaning defined by the Law of Georgia on Personal Data Protection and other legislative acts.

Purposes of Data Processing

The Personal Data Protection Service is guided by the legislation of Georgia in the exercise of its activities, including the Law of Georgia on Personal Data Protection.

According to paragraph “c” of Article 4011 of the Law of Georgia on Personal Data Protection, one of the areas of activities of the Personal Data Protection Service is monitoring the lawfulness of personal data processing in Georgia.

In order to carry out monitoring of lawfulness of personal data processing, the Personal Data Protection Service processes users' data through its website in the processes of the following activities:

- in the process of receiving applications related to personal data protection;
- in the process of registration for training to be delivered on issues of personal data protection;
- the maintenance of the registry of filing system catalogues set forth by Article 19 of the Law of Georgia on Personal Data Protection.

Additionally, the data obtained through the website may be used by the Personal Data Protection Service for statistical or/and analytical purposes.

What Data Do We Collect and Why?

Most of the data processed through the website are provided by the users themselves. The following data is collected via the website:

- in the process of receiving the application - name, surname, telephone number, the e-mail address of the user, as well as the data indicated in the application and documents attached to it (if any). In order to preserve anonymity, only filling in of the content field is mandatory;
- in the process of registration of training to be delivered on issues of personal data protection – name, surname, telephone number, the e-mail address of the user, field of activities (private or public sector). Filling in of all the fields is mandatory;
- maintaining the registry of filing system catalogues set forth by Article 19 of the Law of Georgia on Personal Data Protection – name, surname, e-mail address, telephone number of the person responsible for maintaining filing system catalogue in the organization. Filling in all the fields is mandatory.

In order to examine the circumstances indicated in the application (notification) and assess the lawfulness of data processing, throughout and detailed examination of the possible fact of violation, as well as to issue relevant instruction(s) or/and recommendation(s) on public/private organizations/individuals following examination of the application or/and inspection, the Personal Data Protection Service may share the user's data with the public/private organization/individual against which the application was submitted (including the information and documentation provided by him/her at any stage). Additionally, in the course of the examination of the case, the Personal Data Protection Service may request information about the user from a third party, if needed.

The personal data collected in the process of registration for training on personal data protection is processed for the purposes of identification of the persons interested in attending the training and to communicating with them on the issues related to delivering/attending the training.

Furthermore, the mentioned data may be used both before delivering training and after it for the purposes of sharing different kinds of training materials with the participants, surveying the quality of the training, organizing activities to check the knowledge acquired, preparing and issuing certificates, as well as providing additional information about the various kinds of teaching activities planned by the Service.

The personal data collected in the process of maintaining the register of the filing system catalogue is processed for the purposes of communication with the person responsible for the issues of the filing system catalogue. In addition, the mentioned data may be used in the process of responding to applications related to personal data protection, if needed.

Besides, additional information is collected via the website. In particular, the date, time, and method of visiting the website, the address of the Internet Protocol, the referral, and other data reflecting the activities carried out by the user on the website are recorded on the server of the Personal Data Protection Service. They are processed to identify possible information security incidents that are necessary to satisfy the legitimate interests of the Personal Data Protection Service - including ensuring the integrity of the Personal Data Protection Service's electronic systems and maintaining continuity of operations.

Disclosure of Data to Third Parties

Personal data collected by the Personal Data Protection Service is confidential. The Personal Data Protection Service does not transfer user's data to third parties, except in cases prescribed by the law:

- The performance of the functions entrusted by law on the Personal Data Protection Service (see, "What Data Do We Collect and Why?");
- For litigation in court (when materials are submitted to the court in case of an appeal against the decision of the Head of the Personal Data Protection Service).

Data Processing by an Authorized Person

The data are processed only for the purposes defined by the Personal Data Protection Service, taking into account the rules and prohibitions established by the Law of Georgia on Personal Data Protection.

The Personal Data Protection Service processes the data independently and currently does not use the services of other authorized (third) persons in this process. However, if needed, in the process of providing services to the Personal Data Protection Service, information containing the data may be disclosed to the person(s) authorized by the Service or/and granted access (for example, as part of technical updating of the website). In such a case, the disclosure/access to the data will be granted only based on a written agreement between the Personal Data Protection Service and the relevant authorized person, which stipulates the authorized person's obligation to process the data only for the purposes defined by the Personal Data Protection Service and in consideration with the rules and prohibitions established by the law of Georgia.

Transferring Data to Another State or/and International Organization

The data processed by the Personal Data Protection Service through the website will not be transferred to another state or/and international organization.

Data Storage and Security

In the process of receiving an application regarding the alleged fact of processing of personal data in violation of the requirements of the Law of Georgia on Personal Data Protection, the data collected by the website regarding the user is stored for a period of 3 years.[1]

In the process of registration for training, data related to the user collected by the website is stored for a period of 1 year[2], as regards the data related to the person responsible for maintaining, updating the filing system catalogue and providing it to the Head of the Personal Data Protection Service in electronic form, is stored for a period of 1 year after the information update.

As for the data on user activity, it is collected on the webserver of the Personal Data Protection Service and stored for a period of 1 year.[3]

Data security is ensured in accordance with the information security policy of the Personal Data Protection Service. Appropriate organizational and technical measures have been taken to ensure data security on the website (for example, evasion testing is underway, data access levels are defined taking into account the relevant job functions, etc.).

User's Rights

User has the right to:

- Request information about data processing - the user can request the following information: what data is processed about him/her; the purpose of data processing; the legal basis for data processing; in what way the data was collected; to whom the data about him/her was issued, the basis and purpose of the data issuance (the provision of the latter information is not mandatory if the data is public according to the law).

At the same time, the user has the right to be acquainted with the personal data about him/her in the Personal Data Protection Service and receive copies of thereof free of charge, except for the data for the issuance of which a fee is defined by the legislation of Georgia;

[1] In case of challenging the decision, the mentioned period will be calculated from the entry of the final court decision into a force.

[1] The period is calculated after the delivery of the training.

[1] This period is calculated after the user deletes the account/fixes the last activity.

- Request correction, updating, addition, blocking, deletion, or destruction of data — the user has the right to request a correction, updating, addition, blocking, deletion, or destruction of existing data in case it is incomplete, inaccurate, not updated, or their collection and processing was carried out against the law;
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- Refusal of consent — the user has the right, at any time without explanation, to refuse his/her consent and request termination of data processing and/or destruction of processed data (unless there are other grounds for data processing);
- Right to appeal — If the user considers that the processing of data by the Personal Data Protection Service does not comply with the rules established by the Law of Georgia on Personal Data Protection, he/she can apply to the Tbilisi City Court (the address: Tbilisi, Davit Aghmashenebeli Alley № 64).

Restricting User Rights

According to the Georgian legislation, the above-mentioned rights of the user may be restricted, if the exercise of those may endanger:

- State security or defense interests;
- Public safety interests;
- Detecting, investigating, and preventing crime;
- Significant financial or economic (including monetary, budgetary, and tax) interests of the country;
- The rights and freedoms of the data subject (user) and others.
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The relevant restrictions may be used only to the extent necessary to achieve the purpose of the restriction.

In the presence of the grounds mentioned above, the decision of the Personal Data Protection Service shall be notified to the user in such a way as not to prejudice the purpose of the restriction.

To delete personal data provided via the website, please email the Personal Data Protection Service: office@pdps.ge.

Update of Personal Data Protection Policy and Additional Information

This policy document is subject to update as necessary.

Additional information and contact details of the Personal Data Protection Service can be found on the official website of the Service - <https://personaldata.ge/en/contact>.