

PRIVACY NOTICE OF THE E-SERVICES

E-services are queries, requests, and linked information available through the self-service of state portal eesti.ee. This privacy notice provides a brief overview of the processing of your personal data by the Estonian Information System Authority when providing e-services. The privacy policy of the state portal eesti.ee, including the rights of the data subject (i.e. you), can be found at [HERE](#). The Estonian Information System Authority cares about the security of your personal data and complies with the applicable data protection regulations when processing personal data.

 **GENERAL INFORMATION** The Estonian Information System Authority (RIA/we/us), registry code 70006317, address Pärnu mnt 139a Tallinn Harjumaa 15169, general email ria@ria.ee, data protection email andmekaitse@ria.ee, is the data processor when processing personal data for the purpose of providing the functionality of the e-services. The controller of your personal data is the service provider to whom you submit a query or request. The name and contact details of the data controller can be found in the e-services section. The processing of personal data on the state portal eesti.ee, including in the self-service, is described in the [privacy policy](#) of the state portal eesti.ee.

 **WHICH PERSONAL DATA IS PROCESSED IN THE E-SERVICES?** The personal data processed in the e-services depends on the service selected. In the case of a request, the data subject enters the personal data requested in the request. In the case of a query, the information requested from the selected service provider/dataset will be made available in the self-service of the state portal. The query/request may be accompanied by technical information for checking the query/request and making it technically possible. For example, under e-services, you can request information about your prescriptions from the Health Insurance Fund; the controller of personal data for this request is the Health Insurance Fund, and as a result of the query, all information related to the prescription that the Health Insurance Fund makes available is processed; or, for example, under the subsection on benefits and pensions, you can request the balance of your second pension pillar account; the controller of this request is the Pension Centre, and the Pension Centre makes the requested information available. In any case, the data pieces being processed and the name and contact information of the controller are visible for the selected service.

 **ON WHAT BASIS AND WHY DO WE PROCESS YOUR PERSONAL DATA?** We process personal data for the purpose of providing the services of state portal eesti.ee, incl. the e-services described here. In the case of e-services, we are the authorised processors of the personal data being processed, because the specific service providers, not us, are responsible for the content of requests and queries. As a processor, we use the same basis for processing as the controller, that is, the relevant service provider. The transmission of data to RIA and the publication of data on the state portal are regulated by the [Public Information Act](#) and the [Information Gateway Regulation](#). Generally, the basis for processing in the provision of public services is public interest. The data subject can read about the processing and the bases used by the controller in the privacy policy of the controller. If you would like more information about the processing of personal data in the state portal and in the services offered in the self-service, please read the [privacy terms](#) of the state portal eesti.ee.

 **WHO CAN ACCESS YOUR PERSONAL DATA?** As described previously, depending on the request or query, data exchange will take place with the service provider / database that you have selected. RIA does not use sub-processors when providing e-services. Our employees will have access to personal data where this is necessary for the performance of their duties and they are aware of the confidential nature of personal data. You can read more about whether and to whom your personal data may be disclosed by the controller in the privacy policy of the controller. There are certain exceptions when we may transfer data to, for example, public authorities (e.g. for investigations) - see chapter 'Forwarding personal data and processing by data processors' of the [privacy policy](#) of the state portal eesti.ee for more information about these exceptions. In any case, your personal data will not be disclosed without a legal basis.

 **HOW LONG DO WE RETAIN PERSONAL DATA?** We are guided by the principle that personal data may be processed and stored only for the time necessary for the purpose for which it is collected. In the case of e-services, RIA generally does not have access to the personal data contained in the query. Personal data is transmitted through X-tee and is stored in accordance with the processing deadlines of the controller. RIA is required to retain technical information and logs, including details of the request, such as when, where, and by whom it was made; the relevant information is retained for five years.

 **DO YOU HAVE QUESTIONS ABOUT THE PROCESSING OF PERSONAL DATA?** More information about the processing of personal data and the rights of the data subject can be found in the [privacy policy](#) of the state portal eesti.ee. In addition,

you can always contact our Data Protection Officer with any questions you may have by writing to andmekaitse@ria.ee. We are happy to help! You also have the right to file complaints related to personal data with the Data Protection Inspectorate (<https://www.aki.ee>) and the courts if you believe your rights have been infringed.