

PRIVACY NOTICE OF THE NATIONAL MAILBOX

Through the national mailbox, various public task holders can send information to the data subject (you) at the email address personalidentificationcode@eesti.ee (also, for the representatives of legal persons: registrycode@eesti.ee). The national mailbox functionality is provided by the Estonian Information System Authority (RIA) on the basis of public interest. The national mailbox service does not allow sending letters, only receiving and forwarding them. You can set up the forwarding yourself (in some cases, RIA may also do it based on population register data) by specifying the email address or phone number where notifications or information from the state about the arrival of a notification in the national mailbox should be sent via email or text message. This privacy notice provides a brief overview of the processing of your personal data by the Estonian Information System Authority when providing the national mailbox. 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 controller when processing personal data for the purpose of providing the functionality of the national mailbox service. RIA controls the processing of personal data in the national mailbox service, but is not responsible for the content of the information sent by a particular person/authority, nor for the way in which that authority processes personal data and for the individual controller. See the privacy policy of the relevant person/authority for information on how they process your personal data.



WHICH PERSONAL DATA IS PROCESSED IN THE NATIONAL MAILBOX? The content of the information sent to you through the national mailbox is decided by the sender. For the national mailbox service, as the data controller, we process both the content of the messages and the details of how and where notifications about new emails in the national mailbox are transmitted. We also process your name, personal identification code, authentication information, technical information, and logs for service development, analytics, and security purposes.



ON WHAT BASIS AND WHY DO WE PROCESS YOUR PERSONAL DATA? We process personal data for the purpose of providing the national mailbox. While the development, analytics, and security of the service are based on public interest or a legal obligation, the provision of a national mailbox serves the public interest. Forwarding or receiving notifications to another email address or phone number via text message is done with your consent when you enter the relevant data in the population register or under the forwarding settings. The person who sends you notifications is a separate controller for that data. If you have any questions regarding processing by the person/authority you have chosen, please contact that person/authority.



WHO CAN ACCESS YOUR PERSONAL DATA? Within the framework of the national mailbox, we receive information sent to you by specific authorities and persons and, if you have set up forwarding or opted in to receive notifications, we send you a notification or forward the corresponding email to your specified email address. We wish to draw your attention to the fact that, in the course of forwarding messages, the notifications and personal data contained therein (if applicable) may be sent outside the European Economic Area (EEA) depending on the provider of the email or communication service chosen by you. As a result, the content (and personal data) of the emails may also come to the possession of service providers with questionable security, in which case the completeness and confidentiality of your emails and their content is not guaranteed. No other sub-processors are used for the national mailbox service. Our employees have access to personal data when it is necessary for the performance of their duties and they are aware of the confidential nature of personal data. For information on whether and to whom your personal data may be disclosed by your service provider who may receive the forwarded email or notification (a separate controller), please refer to the privacy policy of the relevant 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. As a rule, the notifications are stored during the provision of the national mailbox service for at least 3 years, except for when the data subject deletes the information before that, the sender of a notification recalls the notification, or the sender of a notification has set a specific retention period. The technical logs of the national mailbox service are stored for up to 5 years (workload logs are stored for 2 years). For information on how long the personal data will be retained by the

person/authority who originally sent the information or to whom it was forwarded at your request, please refer to the privacy policy of that person/authority.



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.