

UAB DAUMANTAI LT

Daukšiai village, Kėdainiai district municipality

E-mail daumantai@daumantai.lt

FEEDBACK/COMPLAINT/NOTICE

(underline the appropriate one)

(date)

Please provide details on why you are contacting us, as well as other circumstances and/or information that you consider relevant.

If your feedback/complaint/notice is related to the quality of our products, please provide below at least this information, if any, that you may wish to present to us:

- 1) What happened? _____
- 2) Who was wronged? _____
- 3) What is the exact product name, date, serial number? _____
- 4) Is there any remaining unused product left? _____
- 5) What happened to the person who consumed the product? (sick, hospitalized, etc.) _____
- 6) In which hospital/ward/department and/or in what healthcare institution the person was/is being treated? _____
- 7) Where was the product purchased and when? _____

Please indicate your contact details (phone number, e-mail, etc.) by which you would like to receive a reply (if you wish) from UAB DAUMANTAI LT and by which we could contact you for this letter in order to examine it and/or it take an appropriate action:

Please be kindly informed that by providing this feedback/complaint/notice, you will provide us your personal data that will use to provide you with the information you need and to answer your questions, to verify the accuracy of the data provided. We will also analyse the feedback, notice or complaint data to improve the quality of our products or services based on your feedback, suggestions, comments or complaints. If the information provided by you in your feedback, notice, complaint or inquiry indicates that some of our products may be unsafe or harmful to human health, to determine whether or not there is a threat to human health and therefore if there is any need to withdraw it from the market and to take other measures to prevent new incidents we will process the data in to protect the health or life of others and/or the legitimate interests of you and/or us or others, provided the interests of the data subject do not have the priority, especially when the data subject is a child. The legal basis for us to process your personal data is our legitimate interest in knowing and evaluating customer feedback and complaints (claims) and notices, and in the case of legal claims or requests, our legal obligation to respond to a consumer's claim or request. Another legal basis for processing data is the need to protect the vital interests of the data subject or another natural person and/or the legitimate interests of a third party in so far it is related to product quality.

We will process your personal data until we evaluate this feedback/complaint/notice of yours; normally, for up to a calendar month. After that, we will transfer the data to the archive for a period of not more than 5 years. If you bring a legal claim against us, we will process the data in such a case for at least until end of the limitation period, but not more than 10 years.

Your personal data may be reviewed by a member of our staff appointed to review and examine feedback, complaints or notices who is legally bound to protect the confidentiality of personal data and to comply with all legislation governing the processing of personal data and our internal procedures and safeguards.

If you would like to see your personal data processed by us, you can contact us by e-mail address asmensduomenys@daumantai.lt. You can also contact us by this email address to clarify, supplement or correct your details if they are inaccurate or have changed. You can also contact us if you would like to receive more information about the processing of your personal data and/or the exercise of your rights as a data subject: by registered post with the

indication on the envelope “Concerning Data Protection” to UAB DAUMANTAI LT, Daukšiai village, Kėdainiai district municipality, or by phone +370 347 67020.

Please be informed that you can file a complaint regarding data processing with the State Data Protection Inspectorate (www.ada.lt; A. Juozapavičiaus g. 6, 09310 Vilnius, e-mail ada@ada.lt).