

Notice On the Processing Of Personal Data

This article provides information on the processing of personal data in the customs services portal “Mano muitinė”.

1. For what purpose and what personal data are processed when using the customs services portal “Mano muitinė”?

When using the customs services portal “Mano muitinė”, personal data are processed for the purposes of user identity verification, analysis of actions performed, system and user administration, and informing users. The following personal data are processed:

- name and surname;
- e-mail address;
- company name;
- company code;
- EORI number and information on its validity;
- VAT payer code;
- activity profiles for customs electronic services;
- IP address;
- history of requests for the customs declaration data retrieval service and their data;
- actions performed by the user.

2. Who is the personal data controller?

The personal data controller is the Customs Department under the Ministry of Finance of the Republic of Lithuania.

Customs Department

Institution code 188656838

A. Jakšto St. 1, 01105 Vilnius

Tel. 0 800 900 80

Fax (0 5) 266 6005

E-mail: muitine@lrmuitine.lt

Data Protection Officer

Lina Pranskevičienė, Adviser of the Customs Department

A. Jakšto St. 1, 01105 Vilnius

Tel. 0 615 81416

E-mail: duomenuapsauga@lrmuitine.lt

3. On what legal basis are personal data processed?

The personal data of users of the customs services portal “Mano muitiné” are processed pursuant to point (e) of Article 6(1) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (the General Data Protection Regulation).

4. From which sources are the personal data obtained?

Personal data are obtained:

- directly from the Common User Management Portal (BAP);
- from the Customs Clients Register;
- provided by the user themselves;
- collected indirectly by recording the user’s actions when using the customs services portal “Mano muitiné”.

5. What personal data processing operations are carried out?

The following processing operations are carried out with users’ personal data: collection, recording, storage, informing of users, and analysis.

6. For how long are users’ personal data stored?

Personal data are stored until the person submits a request to revoke access to the customs electronic services or until such access is revoked at the initiative of the customs authorities.

7. For how long are personal data stored in execution logs?

Personal data in execution logs are stored for 14 months.

8. For how long is the history of requests for the customs declaration data retrieval service stored?

The history of requests for the customs declaration data retrieval service and their data are stored for 60 calendar days, after which they are deleted from the system.

9. In what form are personal data stored?

Personal data are stored in electronic format in the system’s components.

10. How is the security of personal data ensured?

The personal data controller takes all appropriate organisational and technical security measures intended to protect personal data against accidental or unlawful destruction or loss, as well as against unauthorised access, alteration, or disclosure.

11. Who has access to users’ personal data and may they be disclosed to third parties?

Access to the personal data of users of the customs services portal “Mano muitiné” is held by:

- application software and user administrators;
- persons designated by the representative of the controller of the customs services portal “Mano muitiné” (approved by Order No. 1BE-273 of the Director General of the Customs Department of 24 April 2026).

The personal data controller may disclose users’ personal data to third parties (e.g., law enforcement authorities or courts) where such disclosure is necessary in accordance with European Union or national legal acts.

12. What rights does the data subject have?

The user has the following rights:

- the right to be informed about the processing of personal data;
- the right to access the personal data being processed;
- the right to request rectification of personal data;
- the right to object to the processing of personal data;
- the right to request erasure of personal data;
- the right to request restriction of the processing of personal data;
- the right to data portability.

These rights are exercised in accordance with the Description of the Implementation of Data Subjects' Rights at the Customs of the Republic of Lithuania, approved by Order No. 1B-545 of the Director General of the Customs Department of 9 July 2018.

13. Where can a complaint be lodged regarding a possible breach of personal data protection?

If you believe that your rights related to the processing of personal data described in this notice have been infringed, you may lodge a complaint with the State Data Protection Inspectorate:

L. Sapiegos St. 17, Vilnius,

e-mail: ada@ada.lt