

Privacy Policy, Terms and Conditions

1. General provisions

- 1.1. The procedure and conditions (hereinafter - Order) for the ticketing and use of the local city buses and trolleybuses using the "Žiogas" app (hereinafter - Tickets), determine how passengers traveling by local buses and trolleybuses in Kaunas city can top up their account in the system and mark the Tickets with the money in account using the "Žiogas" app installed on their mobile devices.
- 1.2. This Order is prepared in accordance with the rules for Carriage of Passengers and Baggage on Public Transport approved by the order of the Minister of Transport and Communications, the rules and other legal acts approved by the decision of the Kaunas City Council on the carriage of passengers and baggage by local buses, trolleybuses and shuttles in Kaunas city.
- 1.3. The "Žiogas" app giving passengers the opportunity to mark tickets for traveling in local city buses, trolleybuses and taxis, is an IT solution developed and owned by UAB Kauno autobusai.

2. Concepts

- 2.1. The terms used in this Order have the same meaning as in the Rules and / or other legal acts approved by the decision of the Kaunas City Council on local buses, trolleybuses and taxis for the carriage of passengers and baggage approved by the City of Kaunas.

3. Account and registration

- 3.1. Passengers can purchase Tickets for trips in Kaunas city by local buses and trolleybuses by installing the app "Žiogas" on their mobile device and creating their own personal account.
- 3.2. After installing the app on the mobile device, passengers must register in the app by indicating their email address and, if the passenger owns - the right to the privilege, name and surname, telephone number, in case of managing the account UAB Kauno autobusai could contact him by phone, if the passenger wishes.
- 3.3. When registering a passenger account, the passenger has to invent and enter his account password.
- 3.4. The registration confirmation is automatically sent to the user at the email address indicated by him.
- 3.5. When registering in the "Žiogas" app, the passenger must also indicate the type of privilege that gives discount on Kaunas public transport, which is based on the legislation, to which the document justifying that privilege is needed.

4. Ticket details:

- 4.1. Provided in a ticket:

- 4.1.1. unique Ticket number;

- 4.1.2. name of the Ticket;

- 4.1.3. name and surname of the passenger, if the ticket used is with discount and the passenger identified the privilege on personal account of "Žiogas";

- 4.1.4. route number;

- 4.1.5. driver code;

4.1.6. time of Ticket acquire / marking;

4.1.7. price of the Ticket;

4.1.8. amount of the privilege (percentage)

4.1.9. time until the right to change the bus or trolleybus if the type used of ticket is single ticket.

5. Top up of the account in the app

5.1. When a passenger creates his account in the "Žiogas" app, he can replenish his user account through the mobile bank interface or bank card by transferring the selected amount of money (not less than 2 (two) euros) to the account of Kauno autobusai UAB.

5.2. After the top up of the account in the "Žiogas" app, passenger can mark Tickets for each trip on local buses and trolleybuses in Kaunas city.

5.3. The corresponding amount of money added to the user account account in the app is used for single and cumulative periodic monthly Tickets.

5.4. The cumulative periodic monthly ticket is automatically purchased during the calendar month, when the money amount used for single ticket is equal to the price of periodic monthly ticket, calculated from the first to the last day of the respective month.

5.5. The maximum amount of replenishment of a user account can not exceed the price of two periodic monthly tickets or 56 euros.

5.6. Unused account balance for an added account will be transferred to the next calendar month.

5.7. Upon the amount used for single tickets reaches the price of fixed calendar ticket, for the rest of the month passenger can travel free of charge with local buses and trolleybuses in Kaunas city, except for shuttle taxis; however, every time he has to tick the Ticket in the "Žiogas" app.

5.8. Special tickets such as three-year term preferential tickets and other cannot be attached to the "Žiogas" user account.

6. Marking and presenting of the ticket to the authorized passenger control

6.1. The Passenger must always mark the Ticket in the "Žiogas" app by entering through the front door to the local bus or trolleybus in Kaunas city and using the app scan the vehicle's QR code or by entering the specified identification number combination indicated by the QR code.

6.2. The passenger can transfer to another bus or trolleybus free of charge through the time set by the rules of carriage of passengers and luggage by Kaunas city from the time of the first marked ticket in another city bus or trolleybus by boarding and ticking the Ticket in the "Žiogas" app.

6.3. When purchasing a fixed monthly ticket, when the value of the tickets marked during the calendar month reaches the amount of the fixed monthly ticket set by the Kaunas City Municipality Board, depending on the privileges granted to him in the passenger's account, the passenger must, in any case, market the ticket each time entering the vehicle.

6.4. Periodic ticket that is not marked, is invalid.

6.5. A marked single ticket or a periodic ticket is valid until the end of the route of the vehicle where the ticket was marked. Transferring to another vehicle, the passenger must re-mark the ticket.

6.6. Ticket for control is provided by opening the app on the user's mobile device. If the unit is discharged or not switched on, it is considered that the passenger does not have a valid ticket.

7. Privacy policies

- 7.1. Kauno autobusai UAB manages personal data of users of the app "Žiogas", which the user enters himself, creating his account (p. 3.2-3.3 of this Procedure), and / or filling in the account's money account. These data are stored in databases of information systems of Kauno autobusai UAB.
- 7.2. Kauno autobusai UAB can also receive personal data from third parties (for example, bank institutions or payment service providers). These data are obtained on the basis of contracts, legal acts or any other legal basis.
- 7.3. Kauno autobusai UAB can manage automatically generated and defined information about users for the purpose of personal data processing without the purpose of identifying a specific person.
- 7.4. The personal data of the users of "Žiogas" is collected and processed for the following purposes:
 - 7.4.1. the purpose of providing services to local customers in Kaunas city;
 - 7.4.2. Kauno autobusai UAB for the purpose of enforcement of legal obligations arising from the law;
 - 7.4.3. Kauno autobusai UAB for the purpose of implementing legitimate interests (for example, debt recovery, indemnification, business transfer, etc.);
 - 7.4.4. the purpose of the installation and implementation of security measures for the "Žiogas" app;
 - 7.4.5. for other purposes for which the consumer has given his consent.
- 7.5. Data may be transferred to third parties who provide local services in Kaunas city (for example, providers of shuttle taxis, if such service providers join services that can be paid for using the "Žiogas" program), or public institutions and Kauno autobusai UAB partners, contractors or other persons to whom the data is transmitted on the basis of contracts or legislation.
- 7.6. Kauno autobusai UAB has implemented administrative, technical and legal measures ensuring the security of the personal data of consumers of the app "Žiogas".
- 7.7. Personal data may only be processed for direct marketing purposes with the individual consent of the user.
- 7.8. Kauno autobusai UAB may modify and supplement the scope of personal data processing of the app's "Žiogas" users and other rules specified in this Section of the Procedure, informing the user thereof. The user is deemed to have accepted changes to the data processing rules if they continue to use the app "Žiogas" after submission the information on changes.
- 7.9. Users of the "Žiogas" app whose data are processed have the right to:
 - 7.9.1. get acquainted with all UAB Kauno autobusai data about the user;
 - 7.9.2. submitting a request for a fixed form and a document proving identity, to receive a copy of the personal data available within 30 days;
 - 7.9.3. requesting correction or deletion of personal data, if necessary, and is not in conflict with the requirements of the law and / or data processing purposes;

- 7.9.4. if the data is processed on the basis of consent, to withdraw the consent to process the data for a specific purpose for which consent was given.
- 7.10. Other provisions related to the processing of personal data collected by UAB Kauno autobusai are established in the Rules for the management of personal data protection approved by UAB Kauno autobusai Order of the Director General of UAB Kauno autobusai.

8. Responsibilities

- 8.1. Individuals who supplement their account account in the "Žiogas" program with cash to pay for local transport services in Kaunas, using the mobile app "Žiogas", are responsible for the correct Ticket marking for each trip.
- 8.2. Unmarked Ticket is invalid and the passenger is considered travelling without a valid document (ticket).
- 8.3. Passengers are responsible for ensuring that their mobile devices that have the app installed are technically fit to mark Tickets and provide to control (for example, with a sufficiently charged battery and clearly visible text on the screen). In the absence of a technical option for a passenger to tick the Ticket in the "Žiogas" program and / or to submit it for control, he must purchase a ticket of another type of travel (for example, a paper or an e-ticket with a Kaunas Card).

9. Account elimination

- 9.1. After the user has deleted the mobile app "Žiogas" from his mobile device, his Ticket Account and associated account will not be deleted.
- 9.2. After reinstalling the app, the user can log in to his account using the log in information provided to him.
- 9.3. The user may instruct UAB Kauno autobusai to cancel the account of his app "Žiogas" and erase all his personal data if such deletion is not in conflict with the requirements of the law and / or data processing purposes. In this case, the account balance on the user account is returned to the user by filling in a special form request received via email with the specified number of his bank account to which the balance must be returned.

10. Intellectual property

- 10.1. All rights to the "Žiogas" mobile app, including but not limited to IT solutions, databases, visual solutions and / or software, are owned by Kauno autobusai UAB.
- 10.2. "Žiogas" is a registered trademark of UAB Kauno autobusai.
- 10.3. Any violation (s) of intellectual property rights (rights) of UAB Kauno autobusai brings liability under the laws of the Republic of Lithuania and grants UAB Kauno autobusai the right to claim compensation for all damage caused by such violations.

11. Final Provisions

- 11.1. Users who are experiencing technical disturbances in the mobile app "Žiogas" or having other complaints about its operation can contact the Kaunas Service Center My Kaunas (Kaunas, Statybininkų St. 3), tel. 8 800 20 000, e-mail: mail kaunoautobusai@manokaunas.lt.
- 11.2. On the issues of personal data processing, users can apply to UAB Kauno autobusai (Kaunas Raudondvario pl. 105), tel. (+370 37) 36 25 09, e-mail: mail BDAR@kaunoautobusai.lt.

11.3. Disputes arising from the replenishment of the User Account, Ticketing and their use for local buses and trolleybuses in Kaunas using the mobile app "Žiogas" are resolved in accordance with the laws of the Republic of Lithuania.