

PROVISIONS FOR GRANTING AN AUTHORISATION ON THE SELF-SERVICE PORTAL

1. The customer as the main user of the self-service portal "Mans Enefit" (hereinafter referred to as the "Self-Service Portal") has the right to grant an authorisation to use the Self-Service Portal to a third party – the assignee.
2. The customer shall have the right to grant an authorisation to use the Self-Service Portal to several third parties at the same time. In this case, each assignee shall be liable to the customer only for its own actions and shall not be liable for the actions of other assignees.
3. An authorisation to use the Self-Service Portal may be granted to a third party who is a customer of SIA "Enefit". If the third party is not a customer of SIA "Enefit", it must register as a customer of SIA "Enefit" on the Self-Service Portal before an authorisation is granted.
4. The customer grants an authorisation to use the Self-Service Portal to a third party in the Self-Service Portal by entering the following data of the third party in the relevant section – name, surname, personal identification number.
5. The customer shall have the right to grant full authorisation to use the Self-Service Portal. The full authorisation to use the Self-Service Portal gives the assignee full access to all functions of the Self-Service Portal, including but not limited to view and make changes to the customer's contracts for all objects, conclude new contracts, terminate contracts, view and pay invoices, declare electricity meter readings, make changes to customer contact details, give or revoke consent to receive commercial offers, surveys and newsletters, communicate with SIA "Enefit" through all service channels, including the Self-Service Portal.
6. The customer grants an authorisation to use the Self-Service Portal to a third party for a fixed or indefinite period of time. The customer may choose the start date of the authorisation in any of the next 90 (ninety) calendar days and the authorisation shall become active from the date indicated by the customer. After the expiry of the authorisation period referred to in this paragraph, the customer shall be entitled to grant a new authorisation to use the Self-Service Portal to a third party.
7. The customer has the right to view or revoke (delete) the authorisation to use the Self-Service Portal granted to the assignee at any time.
8. The assignee shall have the right to withdraw (delete) from authorisation to use the Self-Service Portal granted to him/her at any time. Withdrawal (deletion) of an authorisation is possible via the Self-Service Portal or by contacting SIA "Enefit" via telephone upon identification of the person using the Smart-ID method.

SIA „ENEFIT“

Roberta Hirša iela 1, Rīga
LV-1045, LATVIJA
Tel +371 677 80 590

Reģ.Nr. 40003824046
PVN LV40003824046
info@enefit.lv
www.enefit.lv

9. The assignee shall not be able to create new or delete existing customer assignees.
10. An authorisation to assignee may be issued to more than one customer of SIA "Enefit". In this case, the assignee can switch the view of the active customer by clicking on the customer's name and opening the menu.
11. Before granting an authorisation to use the Self-Service Portal, the customer is responsible for:
 - 11.1. informing the assignee about SIA "Enefit" customer data protection policy and the assignee's data collected within the specific process and data accuracy, data processing and obligations arising therefrom in accordance with SIA "Enefit" customer data processing principles, the General Data Protection Regulation and regulations in force in the Republic of Latvia. SIA "Enefit" data protection policy can be found here – [Enefit Customer Data Processing Principles - Enefit](#);
 - 11.2. informing the assignee about the authorisation to use the Self-Service Portal and the obligations arising therefrom in accordance with these provisions and the regulations in force in the Republic of Latvia.
12. The customer acknowledges that, prior to granting an authorisation to use the Self-Service Portal to the assignee, the customer has read these provisions and understands the obligations arising from the grant of an authorisation. The customer is responsible for all actions of the assignee and undertakes to recognise the activity of the assignee as binding on customer. The provisions of the Civil Law of the Republic of Latvia on the authorisation contract shall apply to the grant of authorisation to use the Self-Service Portal, insofar as they are not in conflict with SIA "Enefit" provisions for granting an authorisation on the Self-Service Portal.
13. In the event of termination of the employment relationship with the customer or if the assignee is for other reason no longer entitled to use the authorisation granted for the use of the Self-Service Portal, the customer shall immediately revoke (delete) the authorisation granted to the assignee. Revocation (deletion) of an authorisation is possible via the Self-Service Portal or by contacting SIA "Enefit" via telephone upon identification of the customer using the Smart-ID method.
14. If the customer has not taken any action to revoke (delete) the authorisation granted to the assignee, the assignee shall be deemed to have the right to access the customer's account, and the customer shall be liable for all actions of the assignee. This paragraph shall not apply in cases where the authorisation granted to the assignee terminates upon the death of the customer.
15. The assignee undertakes to use authorisation granted to him/her in good faith and not to abuse or use it in any way that may cause damages to the customer or third parties. The assignee undertakes to act with the utmost care, to comply with the customer's instructions and to perform the duties entrusted

SIA „ENEFIT“

Roberta Hirša iela 1, Rīga
LV-1045, LATVIJA
Tel +371 677 80 590

Reģ.Nr. 40003824046
PVN LV40003824046
info@enefit.lv
www.enefit.lv

Provisions for granting an authorisation

on the self-service portal

Version valid from 31.03.2025.

to the assignee in good faith and in accordance with these provisions and regulations in force in the Republic of Latvia.

16. SIA "Enefit" shall not be liable for any damages incurred to the customer due to the grant of the authorisation to use the Self-Service Portal. The customer shall indemnify the assignee for any such damages incurred to the customer.

SIA „ENEFIT“

Roberta Hirša iela 1, Rīga
LV-1045, LATVIJA
Tel +371 677 80 590

Reģ.Nr. 40003824046
PVN LV40003824046
info@enefit.lv
www.enefit.lv