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RIGHT OF ACCESS TO PERSONAL DATA

To obtain access to your personal data processed by Paysera, please submit a request using the prescribed form. Please ensure that you provide your full name and sign the request with a wet-ink signature or a qualified electronic signature. You should also specify your preferred method of receiving the response (by email, by post, or in person at the premises of Paysera Albania). If no preferred method is specified, the response will be provided through the same channel by which the request was received.

Upon receipt of your request, Paysera will provide the requested data or the reasons for refusing to provide such data within 30 (thirty) days, in accordance with Article 14 of Law No. 124/2024 “On Personal Data Protection”, regarding the right of access, which provides that the data subject has the right to receive a response “no later than 30 (thirty) days from the date of submission of the request”.

This period may be extended by up to 60 days due to the complexity or number of requests. In such cases, you will be informed of the extension no later than within 30 days from the receipt of the request.

Provision of Data by Email

If you have chosen to receive your data by email, the data will be encrypted and sent to the email address specified by you. The decryption code will be sent via SMS to the phone number registered in your account.

If you are a client of Paysera, the response will be sent to your contact email address registered in your Paysera account system.

If you are not a client of Paysera, please ensure that your request includes: your identification details, a copy of your identification document, information about your relationship with Paysera or the reason you believe Paysera processes your personal data, the specific data you are requesting, the email address where you wish to receive the response, and the phone number to which the decryption code should be sent.

Provision of Data by Post

If you have chosen to receive your data by post and you are a client of Paysera, the response will be sent to the address specified in the Paysera system as your official residential address.

If you are not a client of Paysera, please ensure that your request includes: your identification details, a copy of your identification document, information about your relationship with Paysera or the reason why you believe Paysera processes your personal data, the specific data you are requesting, and the postal address where you

wish to receive the response. The data will then be sent to the address you have provided.

Provision of Data at the Paysera Albania Office

If you have chosen to receive your data at the Paysera office, please visit the Paysera headquarters located at Rr. “Fadil Rada”, P. Donika, 3rd floor, Tirana, Albania, from Monday to Friday, between 09:00 and 17:30. Please make sure to bring your identification document with you.

Fee for Providing Data

Once per calendar year, the data is provided free of charge. In other cases, Paysera applies a fee for providing data, which is 10 EUR or 1000 ALL.