

Terms of payment for services and refunds

1. General conditions

- 1.1. These rules (hereafter referred to as - the Rules) determine the procedure for payment for the services of the JSC Transporta un sakaru institūts (hereinafter - TSI) on the website www.tsi.lv (hereinafter - the homepage) and return of payments to the service recipient (hereinafter - Customer).
- 1.2. The following services can be paid electronically:
 - tuition fees and deposit payments;
 - courses;
 - other additional services.
- 1.3. By using the home page and/or paying for services on the home page, the Customer agrees to follow the following rules.

2. Indication of personal data, protection, and responsibility

- 2.1. Following Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals concerning the processing of personal data and the free movement of such data, repealing Directive 95/46 / EC Regulation), TSI ensures transparent, fair processing of personal data following the regulatory enactments of the Republic of Latvia.
- 2.2. TSI processes personal data of persons following the Privacy Policy, the register of personal data processing, only for certain purposes and to a minimum extent, as well as ensures the security and protection of personal data.
- 2.3. The Customer is aware of and takes full responsibility for providing true information when paying for the service. If the Customer is provided with erroneous or false information during the service payment process, the provision of the service may be refused. TSI is not responsible for the inaccuracy or untruth of the Customer's payment card data.
- 2.4. The Customer agrees that all information concerning personal data and necessary for the payment of services will be processed following Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals concerning the processing of personal data. The processing of personal data and the free movement of such data and repealing Directive 95/46 / EC (General Data Protection Regulation). The personal data provided by the Customer will be used solely for the provision of the service.
- 2.5. The payment card data and passwords provided by the Customer for access to the cash account will be used only to the extent necessary to ensure payment for services following the international regulations of bank payment card organizations and the laws of the Republic of Latvia. TSI does not have access to and display of payment card data used in transactions performed by the Clients.

3. Procedure for payment and receipt of services

- 3.1. To receive TSI services, the Customer pays for the service on the home page TSI by selecting the appropriate service and entering the data required for payment.



- 3.2. For a transaction to take place, the Customer is redirected to a secure payment form, where at the moment of payment, the owner of the payment card enters his identification data of the card and passwords. Payment time is limited, payment must be made within 10 minutes from the beginning of payment.
- 3.3. Payments for services are made by payment cards such as VISA, VISA Electron, and MasterCard.
- 3.4. After successful payment for the service, the Customer receives information about the payment to the e-mail specified at the time of payment.
- 3.6. Paid service can be received by the Customer personally by providing identity documents at the Student Experience and Retention Department after 5 (five) working days from the date receiving an e-mail confirming receipt of payment.

4. Service cancellation and refund procedure

- 4.1. The Customer has the right to refuse to receive the service by submitting an appropriate application to the Student Experience and Retention Department or by sending a completed application to email student@tsi.lv.
- 4.2. Money for the following unused services is refunded according to the conditions of the Agreement between the Customer and TSI:
 - tuition fees and deposit payments;
 - courses.
- 4.3. Money for unused additional services is not refundable.
- 4.4. The Customer has the right to refuse the paid service and receive a refund for paid services in full if the service was not provided to the Customer due to TSI's fault.
- 4.5. Money for the unused service is returned within 20 (twenty) working days from the date of receipt of the application from the Customer to the customer's bank account from which payment for the service has been made.

5. Other issues

- 5.1. TSI communicates through e-mail specified by the customer in the application.
- 5.2. The Customer should contact TSI by following means of communication:
 - e-mail student@tsi.lv;
 - telephone number +37167100523;
 - personally, at the Student Experience and Retention Department.
- 5.3. All disagreements related to the payment for services and refund of payments between TSI and the Customer are resolved on a case-by-case basis. If differences cannot be resolved, they must be resolved following the procedure established by the Republic of Latvia legislation.

