



PRIVACY POLICY

State Revenue Committee of the Republic of Armenia | www.src.am

Last updated: 24 June 2026

1. Introduction

The State Revenue Committee of the Republic of Armenia (hereinafter referred to as the "SRC" or the "Committee") is committed to protecting the privacy of the personal data and ensuring information security of the users of its official website www.src.am (hereinafter referred to as the "Website").

The Website serves as a multifunctional digital platform for tax and customs sectors, designed for individuals, organizations, sole proprietors, and public authorities. It provides access to electronic services, information resources, interactive communication tools, email notifications, and subscription features.

This Privacy Policy (hereinafter referred to as the "Policy") sets out the procedures governing the management of personal data collected, processed, stored, and disclosed through the Website, in accordance with the Law of the Republic of Armenia on Personal Data Protection.

By using the Website or any of its features, you acknowledge that you have read and accepted the terms of this Policy.

2. About the Committee

Name	State Revenue Committee of Armenia
Status	Tax and customs authority subordinate to the Government of Armenia
Website	www.src.am
Email	secretariat@petekamutner.am
Address	3, 7 Khorenatsi Str., Yerevan, Armenia
Telephone	+374 (60) 84 44 44

3. Personal data we collect

Depending on the Website functionality used, the SRC may collect and process the following categories of personal data.

3.1 Identification and contact Information

Contact SRC

<https://src.am/am/contactPage/21>

1. First name
2. Last name
3. Legal entity
4. City/village

5. Postal code
6. Email address
7. Telephone number
8. Additional details
9. Content

3.2 Data about business (when submitting an inquiry on behalf of legal entities/sole proprietors)

<https://src.am/am/contactPage/21>

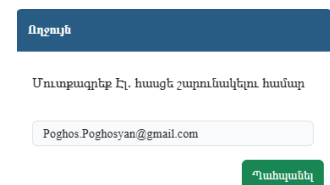
1. Company name
2. Taxpayer identification number (TIN)
3. Registered address
4. City/village
5. Email address
6. Telephone number
7. Additional details
8. Content

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3.3 Chat (live) data

When you use the chat service, the SRC may process:

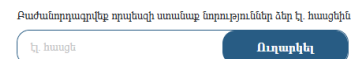
- Chat messages
- Date, time, and duration of the chat session
- Identification details of the user and the operator
- Files and documents shared



3.4 Email notification data

When you subscribe to email notifications, the SRC may collect:

- Email address
- Selected notification categories



3.5 Access to and subscription to SRC social media platforms



3.6 Automatically collected technical data

- IP address and geographic location
- Browser type, version, and language
- Device type and operating system
- Date, time, and duration of your visit
- Cookies (see section 8)
- Referring website addresses

4. Legal basis for processing personal data

The SRC processes personal data on the following grounds, in accordance with the Law of the Republic of Armenia on Personal Data Protection:

- The data subject's freely given, informed, and unambiguous consent (including for email notifications, the chat service, and social media subscriptions);
- Compliance with legal obligations vested in the public authority under the legislation of the Republic of Armenia;
- The need to respond to inquiries, complaints, and applications submitted by users;
- The public interest arising from the regulation of tax and customs matters;
- Protecting the security of the Website and the information systems, as well as the SRC's legitimate interests.

5. Purposes of processing personal data

Personal data collected are processed solely for the following purposes.

5.1 Primary purposes

- Providing tax and customs services;
- Registering taxpayers and receiving tax returns;
- Complying with legal and regulatory requirements.

5.2 Chat service purposes

- Provide real-time assistance on tax and customs matters;
- Receive and process inquiries, applications, and complaints;
- Maintain chat recordings and session logs for service quality assurance purposes.

5.3 Email notifications and social media subscription purposes

- Sending notifications about changes to tax and customs legislation;
- Send reminders about filing deadlines and reporting obligations;
- Provide information about new SRC services, programmes, and guidance materials.

5.4 Security

- Prevent cyberattacks, fraud, and unauthorized access;
- Ensure the integrity and availability of the SRC's information systems;
- Monitor abnormal activity.

6. Cookies

The Website uses cookies to improve its functionality and enhance the user experience.

You can manage cookie preferences through your browser settings. Disabling essential cookies may affect the functionality of the Website.

7. Disclosure of personal data to third parties

The SRC does not sell, lease, or disclose users' personal data for commercial purposes. Personal data may be disclosed only in the following cases:

- To competent public authorities of the Republic of Armenia, where required by law (courts, prosecutorial authorities, and investigative bodies);
- To service providers responsible for the Website's technical infrastructure, under personal data processing agreement;
- To sub-processors providing chat, email notification, social media subscription, and other services, in accordance with the legislation of the Republic of Armenia.

8. Data retention

Personal data are retained for the periods prescribed by the legislation of the Republic of Armenia or as set out below.

Category of data	Retention period
Tax returns and financial data	Up to 10 years, (in accordance with the tax legislation of the Republic of Armenia)
Inquiries, complaints, and correspondence	Up to 5 years
Chat session logs	Up to 3 years
Email notification history	1 year after unsubscribing
Subscription data	For the duration of the subscription and for 1 year thereafter
Required by law or regulatory requirements	As specified by the applicable legal or regulatory act

Once the retention period expires, personal data are securely deleted or anonymized.

9. Data subject's rights

Under the Law of the Republic of Armenia on Personal Data Protection, the users have the following rights:

Right	Description
Access to information	To obtain information about the personal data processed concerning the data subject, the sources of the data, the purposes of processing, and the persons or entities processing the data
Rectification	To request the correction/completion of inaccurate or incomplete data
Erasure	To request the deletion of data ("right to be forgotten") in the cases provided for by the legislation of the Republic of Armenia
Restriction of processing	To request the temporary suspension of the processing of data
Complaint	To lodge a complaint with the competent privacy authority

Right	Description
Unsubscribing	To unsubscribe from email notifications or subscription services at any time by using the "Unsubscribe" link

To exercise any of the above rights, you may submit a written request by email to secretariat@petekamutner.am or by post to the SRC's official mailing address. Requests will be reviewed within 30 days of receipt.

10. Protection of personal data of minors

The Website is accessible to all users. However, individuals under the age of 16 may use the Website's services (including the chat service, email notifications, and subscription services) only under the direct supervision of a parent or legal guardian.

The SRC does not knowingly collect personal data from minors under the age of 16. If such data are identified, they will be deleted in accordance with the legislation of the Republic of Armenia.

11. Information Security

The SRC implements a set of technical and organizational security measures:

- Data encryption;
- Two-factor authentication for critical services;
- Personal data access management;
- Monitoring of the Website's integrity;
- Regular staff training on privacy and cybersecurity;
- Security audits

In the event of a data breach, the SRC will notify affected individuals and the competent authorities in accordance with the legislation of the Republic of Armenia.

12. Third-party websites

www.src.am website may contain links to external resources (including efinance.am, e-register.am, and others). The SRC is not responsible for the privacy policies, security practices, or content of external websites.

13. Changes to the privacy policy

The SRC reserves the right to review and update this Policy from time to time to reflect changes in the legislation of the Republic of Armenia or developments in the Website's functionality.

Where material changes are made, users will be notified by means of a notice published on the Website or through the SRC's official social media platforms. Unless otherwise specified, any changes to this Policy take effect upon publication on the Website.

The "Last updated" date at the beginning of this Policy indicates when it was most recently revised.

14. Contact us

If you have any questions about this Policy, the processing of your personal data, or your rights, please contact us:

Organization	State Revenue Committee of the Republic of Armenia
Address	3/7 Movses Khorenatsi Street, Yerevan, Republic of Armenia
Telephone	+374 (60) 84-44-44
Email	secretariat@petekamutner.am
Website	www.src.am
Business hours	Monday–Friday, 9:00 a.m.– 6:00 p.m.