

Privacy policy

Name and contact data of body responsible for processing ('data controller') and company data protection officer

This Privacy policy applies to the collection of personal data on website www.rs.eos-solutions.com.

The privacy policy applies to data processing by:

EOS Matrix d.o.o.

Djordja Stanojevića 14
11070 New Belgrade
Republic of Serbia

Hereinafter: Handler

Phone: +381 11 3300 700

Fax: +381 11 3300777

Mail: info.rs@eos-matrix.com

Managing Directors

General Director Jelena Jović Milentijević

Operational Director Jelena Jović

Company ID: 17571397

Tax ID: 103531873

Business activity code: 8291

Data Protection officer

The data protection officer for the company **EOS Matrix d.o.o.** can be contacted at the above address (please include the line: For Data Protection Officer or by email dpo.rs@eos-matrix.com).

2. Scope

This privacy policy applies to the collection of personal data on our website and the subsequent processing of these data by us.

This privacy policy further serves towards provision of information pursuant to Articles 23 and 24 of the Data Protection Law („Official Gazzete RS“ no. 87/2018) hereinafter: Law, for data processing outside the scope of collection via this website. As such we will provide you with separate privacy policies for specific data processing activities on a case-by-case basis.

3. Collection and storage of personal data and nature and purpose of their processing

a. When you visit the website

When you retrieve our website www.rs.eos-solutions.com the browser used on your device automatically sends information to our website's server. This information is temporarily saved in a file. The following information is collected without your intervention and saved until it is automatically deleted after three (3) days:

- IP address of retrieving computer,
- date and time of access,
- name and URL of retrieved file,
- website from which access occurred (referrer URL),
- website retrieved from our website,
- your computer's browser and possibly operating system as well as name of your access provider.

The aforementioned data are processed by us for the following purposes:

- to ensure trouble-free connection establishment to the website,
- to ensure comfortable use of our website,
- to analyse the system security and stability, and
- for other administrative purposes.

The legal basis for processing of the data is Article 12 Point 6. of the Law. Our legitimate interest follows from the purposes for data collection listed above. Under no circumstances do we use the collected data for the purpose of drawing conclusions about you.

Beyond that we use cookies and analysis services when you visit our website. More detailed information about this can be found in sections 5 and 6 of this privacy policy.

b. When you contact us by email

You can contact us with questions of any kind via the provided email address(es).

If you do so the personal data transmitted via the email are saved. The legal basis for data processing for the purpose of making contact is Article 12 Point 6 of the Law. If contact is made for the purpose of concluding a contract an additional legal basis for processing is Article 12 Point 2 of the Law.

We delete the personal data collected by us after processing your enquiry provided we are not legally entitled or obligated to process it further.

4. Passing on of data

We only pass your personal data on to other companies of EOS Group or other third parties (recipients) if:

- you have provided your explicit consent for one or more specific purposes pursuant to Article 12 Point 1 of the Law,

- disclosure pursuant to Article 12 Point 6 of the Law is necessary for the assertion, exercising or defence of legal claims and there is no reason to assume that you have a primary protection-worthy interest in not having your data disclosed,
- for the case that there is a legal obligation for disclosure pursuant to Article 12 Point 3 of the Law;
- it is legally permissible and necessary for fulfilment of contractual obligations pursuant to Article 12 Point 2 of the Law;
- we have the data processed on our behalf in compliance with Article 45 of the Law.

Transmission of your personal data for purposes other than those listed above does not occur.

5. Cookies

We use cookies on our website. Cookies are small files that are automatically created by your browser and stored on your device (laptop, tablet, smartphone or similar) when you visit our website. Cookies do not harm your device and contain no viruses, Trojan horses or other malware.

Data respectively yielded from the combination with the specific device used are saved in the cookie. However, this does not mean that we immediately become aware of your identity through this.

For one thing, use of cookies serves to make our offering more pleasant for you to use. To that end we use so-called session cookies to detect whether you have already visited individual pages on our website. They are automatically deleted when you leave our website.

We also use temporary cookies that are stored on your device for a specified time period to improve usability. If you visit our website again to use our services you are automatically recognised as a repeat visitor and the entries and settings you made previously are automatically recognised so you do not have to make them again.

We also use cookies to collect statistics on the use of our website and analyse them for the purpose of optimising our offering for you (see section 4). With these cookies we can automatically recognise that you are a repeat visitor when you visit our website again. These are automatically deleted after leaving our website on the respective validity date.

The data processed by cookies are necessary for the purposes mentioned for safeguarding our legitimate interests as well as the legitimate interests of third parties pursuant to Article 6 Point 1 of the Law.

Most browsers accept cookies automatically, but you can configure your browser to prevent cookies being stored on your computer or to display a notice before a new cookie is saved. If you completely deactivate cookies, you may not be able to use all the features of our website.

6. Analysis tools

The tracking measures listed below and used by us are carried out on the basis of Article 12 Point 6 of the Law. We use these tracking measures to ensure that our website is designed according to requirements and optimised on an ongoing basis. We also use the tracking measures to collect statistics on the use of our website and analyse them for the purpose of

optimising our offering for you. These interests are to be considered as being legitimate in the sense given in the aforementioned regulation.

The respective purposes for data processing and data categories can be found in the corresponding tracking tools in this section.

ETRACKER

The provider of this website uses the services of etracker GmbH, Hamburg, Germany (www.etracker.com) to analyse usage data. Here, cookies are used which enable the statistical analysis of the use of this website by its visitors as well as the display of usage-relevant content or advertising. Cookies are small text files that are stored by the Internet browser on the user's device. etracker cookies do not contain any information that could identify a user.

The data generated with etracker is processed and stored by etracker solely in Germany by commission of the provider of this website and is thus subject to strict German and European data protection laws and standards. In this regard, etracker was checked, certified and awarded with the [ePrivacyseal](https://www.eprivacy.eu/en/customers/awarded-seals/company/etracker-gmbh/) data protection seal of approval (additional information you can find by visiting www.eprivacy.eu/en/customers/awarded-seals/company/etracker-gmbh/).

The data is processed on the legal basis of Article 12 Point 6 (legitimate interest) of the Law. Our legitimate interest is the optimization of our online offer and our website. As the privacy of our visitors is very important to us, etracker anonymizes the IP address as early as possible and converts login or device IDs into a unique key with which, however, no connection to any specific person can be made with. etracker does not use it for any other purpose, combine it with other data or pass it on to third parties.

You can object to the outlined data processing at any time provided it is related to your person. Your objection has no detrimental consequences for you.

Further information on data protection with etracker can be found www.etracker.com/en/data-privacy

Usage of Siteimprove Analytics

This website uses Siteimprove Analytics, a web analytics service provided by Siteimprove. Siteimprove Analytics uses „cookies“, which are text files placed on your computer, to help EOS Matrix d.o.o. analyse how visitors use the site. The information generated by the cookies about the visitors' use of the website will be stored and processed by Siteimprove on servers in Denmark.

IP addresses are anonymized irreversibly before data is made available in the Siteimprove Analytics or Intelligence Suite for EOS.

EOS will use this information for evaluating the visitors' use of the website, compiling reports on website activity, and ultimately for improving the website experience for its visitors. Siteimprove will not transmit this information to third parties or use it for any marketing or advertising purposes.

These are the cookies used by Siteimprove on this website:

Cookie name: **nmstat**

Type: Persistent - expires after 1000 days

This cookie is used to help record visitors' use of the website. It is used to collect statistics about site usage such as when the visitor last visited the site. The cookie contains no personal information and is used only for web analytics.

Cookie name: **siteimproveses**

Type: Session cookie

This cookie is used purely to track the sequence of pages a visitor looks at during a visit to the site. By using this website, the visitor consents to the processing of data about him/her by Siteimprove in the manner and for the purposes set out above.

You can prevent the collection of your data by Siteimprove Analytics by clicking the following link. An Opt-Out-Cookie will be set that will prevent future collection of your data when visiting this website.

Deactivate Siteimprove Analytics - <https://rs.eos-solutions.com/en/Za%C5%A1tita-podataka.html>

8. Social media and YouTube videos

a) Shariff solution

We use Shariff buttons from social networks Facebook, Twitter, Google+, LinkedIn, Xing, on our website. The buttons are simple HTML links. The procedure we use is within the framework of the Shariff solution. With the Shariff solution a script retrieves the number of times, e.g., the share button on a page has been clicked on: for this the script contacts the social network via the programming interfaces and retrieves the numbers. None of your personal data are transmitted in the process. Rather than your IP address, only our server address is transmitted to Facebook, Google and Twitter. You only become directly connected to Facebook, Google or Twitter if you perform an action. Before that the social networks cannot collect any data about you. As long as you do not click on a link to share content, you remain invisible to the networks. If you click on a link, the obligation to provide information about data collection and processing no longer rests with us, but rather with the operator of the social network.

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b) YouTube Videos

Our website contains links to videos from YouTube LLC, 901 Cherry Ave, San Bruno, CA 94066, USA. If you visit a website on our website that contains such a video, a direct

connection is established between your browser and the YouTube server after you have activated the video.

YouTube receives the information that you have visited our website with your IP address. If you click on the link to the video, your IP address will be forwarded to YouTube. We would like to point out that, as the provider of our website, we have no knowledge of the content of the transmitted data or of its use by YouTube. For more information, please see YouTube's privacy policy (<https://www.youtube.com/>)

9. Data subject rights

You have the right:

- pursuant to Article 26 of the Law to request information about your personal data processed by us, in particular about the purposes for processing, the personal data category, the categories of the recipients to whom your data have been or will be disclosed, the planned retention duration, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right to lodge a complaint, the origin of your data if they were not collected by us and the existence of automated decision-making including profiling and if applicable meaningful information about their details;
- pursuant to Article 29 of the Law to demand the immediate rectification of incorrect or completion of the personal data saved by us about you;
- pursuant to Article 30 of the Law to demand the erasure of the personal data saved by us about you as long as processing is not necessary for exercising of the right to freedom of expression and information, for fulfilment of a legal obligation, for reasons of public interest or for assertion, exercising or defence of legal claims;
- pursuant to Article 31 of the Law to demand the restriction of processing of your personal data as long as the accuracy of the data is questioned by you and processing is unlawful, but you reject their erasure and we no longer need the data, but you require them for assertion, exercising or defence of legal claims or you have filed an objection to the processing in accordance with Article 33 of the Law;
- pursuant to Article 36 of the Law to demand receipt in a structured, standard and machine-readable format of your personal data which you provided to us or transmission to another responsible party;
- pursuant to Article 15 paragraph. 3 of the Law to withdraw the consent you previously granted us at any time. This has the consequence that we may not continue the data processing upon which this consent was based in the future and
- pursuant to Article 82 of the Law to file a complaint with a supervisory authority. Usually you can contact the supervisory authority in your usual place of residence or workplace or our headquarters.

10. Right to object

If your personal data are processed on the basis of legitimate interests in accordance with Article 12 Point 6 of the Law you have the right pursuant to Article 37 of the Law to object to the processing of your personal data as long as there are reasons arising from your particular situation for this or the objection is directed to direct advertising. In the latter case you have a general objection right which will be implemented by us without statement of any particular situation.

If you would like to make use of your right to withdraw or reject you only need to send an email to dpo.rs@eos-matrix.com.

You also have the right to fill the appeal to the Commissioner for data protection. Further information can be found at <https://www.poverenik.rs/en/data-protection/forms-zs.html>

11. Data security

Within the website visit we use the widespread SSL (secure socket layer) method in conjunction with the highest level of encryption supported by your browser. In general this is 256-bit encryption. If your browser does not support 256-bit encryption, we fall back on 128-bit v3 technology instead. You can recognise that an individual webpage in our internet presence is being transmitted in encrypted form by the closed key or padlock icon in the bottom status bar of your browser.

We also take suitable technical and organisational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction or unauthorised access by third parties. Our security measures are being improved continuously according to technological developments.

12. Up-to-dateness and amendment of this privacy policy

This privacy policy is currently valid and was last updated in April 2019.

It may be necessary to change this privacy policy due to improvements in our website and the offerings via our website or due to changed legal or official requirements. The current privacy policy can be retrieved from our website at <https://rs.eos-solutions.com> and printed out at any time.