

## **Privacy and Cookie Statement.**

*Version 1.0 revised on May 23, 2022*

Belsoft DEV OOO (Belsoft) is registered in Beograd, Stari Grad, ul. Kneza Mihaila br. 33, sprat II. Company provides on-demand software development and solution implementation services.

Belsoft understands and respects the rights of our customers, employees and other stakeholders including but not limited to their privacy rights. This document describes the way Belsoft treats (stores, uses, transfers, and discloses) personal information.

Belsoft processes data online and offline in accordance with GDPR (General Data Protection Regulation). We use the following guiding principles when treating personal data:

- Respect data subject rights (be informed, access, modify, rectify, object processing, rights related to automated decision making and profiling, deletion);
- Specify which data is collected and why;
- Limit personal data collection to a required minimum (depending on design of the process, purpose and local regulations);
- Collect explicit consent from a data subject;
- Protect the data at any time.

Belsoft will be revising its Privacy and Cookie Statement from time to time. You can find the most recent version published on the website ([www.besoft.rs](http://www.besoft.rs))

Below you can find a detailed explanation of which types of data we collect and situations when we collect it.

### **Types of personal information collected**

- o Name and contact details: first and last name, email address, postal address, telephone number;
- o Work-related information: job title and other employment or education information;
- o Account Credentials: passwords and other security information for authentication and access;
- o Financial Information: bank account, bank (credit or debit) card numbers for processing of payments;
- o Usage information: behavioral information about how you navigate within our Services and which elements of our Services you use the most and information regarding the goods and/or services you wish to

- order, wish list, preferences, interest, etc. Other information shared by you through our websites, apps, web shops and other products.
- Computer, device and connection information: IP address, browser type and version and location.

### **Situations when personal data will or can be collected.**

*Cookies and other technologies when visiting Belsoft website ([www.belsoft.rs](http://www.belsoft.rs)).*

Belsoft uses cookies and other technologies on the website. Cookies - small data files that include unique identifiers that web servers send to browsers, they help us identify and remember unique visitors' behavior. Belsoft also uses technical and functional cookies to enable essential website functionality, and analytical cookies to gather insights and improve user experience.

These cookies collect:

- IP address
- Browser type
- Preferred language
- Internet Service Provider (ISP)
- Operating system used
- Data and time stamps
- Click stream data
- Cookie ID

Belsoft doesn't ask for your consent as collects only functional and privacy-friendly cookies:

- \_ga [Google Analytics]
- \_gat [Google Analytics]
- \_gid [Google Analytics]
- ow\_cookie\_allow

If you wish to learn more details, please contact us via email [info@belsoft.rs](mailto:info@belsoft.rs).

Please remember you can disable or delete cookies manually in your browser at any time.

*Contacting us via email/phone.*

When you contact us via phone or email we will collect:

- First name and/or last name
- Phone number
- Email address

Period we will process and retain your data will vary according to the type of our relationship. Data of our customers or contractors will be kept in accordance with legal and tax authorities' requirements.

#### Receiving our services

When you become our customer, we'll keep information about you.

We collect:

- Company name
- First and last name
- Telephone number
- E-mail address
- Payment details

#### Providing services to us.

*When you provide service to Belsoft we collect and store your personal data for a period required due to our legal and tax obligations.*

We collect:

- Company name
- First and last name
- Telephone number
- E-mail address
- Payment details

#### Being an employee of Belsoft.

If you are an employee of Belsoft, please refer to internal recourses to get information on how and how long your data will be stored and processed. At any time, you can contact us via email [info@belsoft.rs](mailto:info@belsoft.rs). This refers to former employees as well.

### **Disclosure of personal data to third parties**

Belsoft does not share any information to any third parties any personal data, except legitimate reasons (allowed by current legislation). It may happen that we provide your personal data to third parties, because:

- we have engaged them to process certain data;
- it is necessary to carry out the agreement with you;
- you give permission for this;

- we have a legitimate interest in this;
- we are legally obliged to do so (e.g. if the police demand this in case of a suspicion of a crime).

These parties that process personal data in our or your assignment are:

- Business partners
- Affiliates
- Service providers
- IT suppliers
- Cookie service providers
- Payment service providers

In order to provide our service, we may provide your personal data to parties established outside the European Economic Area (EEA). We will only do this if there is an adequate level of protection for the processing of personal data. This means, for example, that we use a model agreement from the European Commission or make agreements about the handling of personal data.

### **Integrity and protection of your personal data**

Belsoft takes all necessary and appropriate measures to safeguard your personal data and prevent access to it of unauthorized persons.

### **Complaints**

Please contact us via email [info@belsoft.rs](mailto:info@belsoft.rs) for any complains

### **Contacting us**

You can contact us at any time using the information provided below.

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