

## PRIVACY POLICY AND DATA PROTECTION

Agency Talas travel doo (hereinafter referred to as the Agency) implements a privacy policy in accordance with the Personal Data Protection Act in accordance with the EU General Data Protection Regulation (GDPR). With its privacy policy, the Agency protects the users of this internet portal [www.toursfrombelgrade.rs](http://www.toursfrombelgrade.rs). By using or accessing this Internet portal, you freely accept and agree that we may collect and use your personal data in accordance with the Privacy Policy, as well as in accordance with its amendments as necessary.

### INTRODUCTION

The privacy policy serves to explain to you what data we collect about you and how we use that data, as well as to provide you with all other important information regarding your data, and regarding searches and other activities on the website, all with the aim of protecting personal data. .

### WHAT IS PERSONAL INFORMATION AND WHAT INFORMATION DO WE COLLECT

In accordance with the current legislation, the Privacy Policy provides information on how to collect, use, protect, store, share and destroy personal data collected from this portal, collects and processes all necessary data from persons who have given consent for their data to be processed, with a clearly stated purpose, in a manner permitted by law.

For the purposes of this Privacy Policy, "personal information" is information that can be used to directly or indirectly identify an individual, both from that information alone and from that information in combination with other information about that individual.

This site collects standard information including your IP address, browser type and language, location, access time. We collect data when you use our internet portal. When you visit our site, our server records usage data, that is, general information about your visit for the purpose of the visit number, but does not recognize or record any individual information about you. We cannot identify you personally, unless you provide us with personal information voluntarily. Personal information is collected only if you voluntarily enter such information.

The portal also collects the following information:

Data on the identity of the person - used to determine whether it is the person it claims to be. These are: first and last name; e-mail; Contact phone

Contact details - used to send all relevant information and respond to enquiries. Contact data is also used so that our services from the internet portal can fulfill their function. These are: email address, contact phone number.

## HOW DATA IS COLLECTED

When you visit or leave our website, we automatically receive the URL of the site you came from, or the one you were directed to. We will also receive the Internet Protocol ("IP") address of the computer or proxy server you use to access the web, access times, pages viewed, operating system details, web browser type, and mobile device (including your mobile device identifier that your mobile operating system of the transmitting device), your mobile operating system, if you use a mobile device. We can also receive location data, if it is enabled on the device from which you are accessing it.

## WHO COLLECTS AND CONTROLS THE DATA

Your personal data is collected, processed and controlled by the agency Talas travel doo, Balkanska 18/73, 11000 Belgrade, with a clearly stated purpose, in a manner permitted by law.

The competent authority for data protection in Serbia is the Commissioner for Information of Public Importance and Protection of Personal Data, located at Bulevar Kralja Aleksandra 15, 11000 Belgrade, Serbia, website [www.poverenik.rs](http://www.poverenik.rs)

## THE SOCIAL NETWORK

This Internet portal may use social networking applications or services that allow you to share content with other users (collectively "social networking applications"). Any personal data or other information you may share through social networking applications may be read, collected or used by other users of social networking applications over whom we have little or no control. Therefore, we cannot be responsible for the use, misuse or inappropriate use of any personal data or other information shared by you through social networking applications.

## FOR WHAT PURPOSE DO WE USE THE PERSONAL DATA WE COLLECT

The goal of collecting personal data is to provide you with services in accordance with all applicable laws, regulations and other legal requirements. This includes: providing, processing, maintaining, improving and developing our services to you, such as delivery, activation, confirmation of after-sales service, customer support, etc.

We collect, analyze and process data about the services our visitors request and the pages they visit in order to improve our services and products.

We use this data to improve the activities and appearance of our pages and provide you with a better user experience.

We also use your personal data for statistical purposes (number of visits, staying on the site, behavior, etc.)

## HOW LONG WE KEEP YOUR DATA

We retain your personal data to provide you with the service and fulfill the purpose described in this policy, and only for the period necessary for us to achieve the purpose of data collection described in this Privacy Policy or any specific privacy rules related to a particular product or service or when required by applicable law.

The data you provide is stored as long as necessary to fulfill the specific purpose for which you provided the data to us, or to comply with legal provisions.

When the conditions for retaining this data are no longer met, we delete it and remove it from our databases.

Also, if users and site visitors no longer want us to have their personal data, they can request that we destroy all their personal data from our systems. In this situation, there may be legal obligations that we would have to comply with. Then we would have to refuse their requests or keep certain data.

## DATA SECURITY

We take appropriate security measures to protect your information from unauthorized access, use, loss or disclosure. To protect the data stored on our servers, we also regularly monitor our system for possible breaches and attacks, and use the highest level of security access to our data center.

However, the transmission of information via the Internet is never completely safe, given that the Internet is not a 100% secure environment, so although we try to protect personal data, we cannot guarantee the security of information transmitted via Internet portals. There is no guarantee that information cannot be accessed, disclosed, altered or destroyed by breaching any of our physical, technical or managerial safeguards.

## WHO WE SHARE YOUR INFORMATION WITH, TO WHOM WE DISCLOSE IT

We undertake not to trade your personal data, except as described in this Privacy Policy.

We may transfer your information and process it outside the country in which you live, wherever our branches and service providers operate.

We reserve the right to employ other companies, ie. third parties and individuals to facilitate our services (eg maintenance, analysis, auditing, marketing and development). These persons have limited access to information only to perform these tasks on our behalf and are required not to disclose or use this information for other purposes. These persons will implement appropriate technical and organizational measures in such a way that the processing will satisfy the requirements of this Privacy Policy and ensure the protection of the rights of the data subject.

We may, if we are required to do so, share the data of the portal visitors with the following entities (in accordance with the legislation):

Authorities and state bodies - Representatives of authorities and/or state bodies, if necessary for the achievement of any purpose indicated in this Privacy Policy, if prescribed by law or necessary for the realization of legal protection of our legal interests in accordance with the law.

To partners and collaborators - In case of organizing and conducting joint programs, events or promotions with other companies on their websites or applications. Our partner uses your personal data only if we have obtained your consent for these purposes. If you do not agree with these statements, you can always choose not to be part of the programs, promotions or events in question.

### **USE OF INTERNET PORTALS BY CHILDREN**

We respect the protection of children's privacy in the interactive online world, so this Internet portal is not intended for use by children and children under 14 years of age. We ask that children do not submit personally identifiable information through this Internet portal.

### **PRIVACY POLICY CHANGES**

We periodically review the Privacy Policy based on changes in business and technology, so we may change and supplement it. We may change or update parts of the data privacy statement without notifying you in advance.

We suggest that you periodically review this privacy policy to stay informed about how we protect your information.

The change to the privacy policy will be listed here. We recommend that you visit this page regularly because if you continue to use this website after making any changes to the Privacy Policy, you are expressing your agreement with the changes.

Always check the data privacy statement before using our site to be informed of the latest status in case of any changes or updates.

In Belgrade, 21.02.2024.