

# PERSONAL DATA PROTECTION POLICY

## 1. Introduction

BH Telecom Joint Stock Company Sarajevo (hereinafter: "BH Telecom") pays a big attention to protection of your personal data. Accordingly, we manage your personal data in line with personal data protection regulations being applicable in Bosnia and Herzegovina, i.e. Law on Personal Data Protection ("BiH Official Gazettes" No. 49/06, 76/11 and 89/11). Pursuant to stated Law (hereinafter: "LPDP") and regulations of the (EU) Directive 2016/679 of the European Parliament and Council for Personal Data Protection and Free Flow, BH Telecom, as a personal data controller, will enable for people whose personal data are processed to get all important information and to be regularly updated.

You can find in this document all information which will allow you, our users and other people to get all relevant information about the type of personal data we collect, the method of using and sharing collected information, your rights and choices. We also described the measures we take to protect all data we collected and the contact method regarding privacy and rights protection. This Policy is applicable to all BH Telecom services and products which include personal data processing, firstly to physical persons, as well as legal persons, according to applicable regulations.

BH Telecom collects personal data from various sources. We get personal data mostly directly from our service users and also automatically when a user uses BH Telecom services and products. We can also use other user information from public sources (public registers, databases, Internet applications, social networks and other public information sources). All collected data and information are processed by BH Telecom employees within their regular duties.

## 2. Personal Data Collection, Retention and Utilization

Personal data refer to certain physical person or individual which can be identified; individual which can be identified is a physical person which can be directly or indirectly identified based on the data such as full name, location data, web data, one or more special designations reflecting his psychologic, physiological, genetic psychologic, economic, cultural or social identity. It includes e.g. your name and surname, telephone number, address, identity card number, date and place of issuance, birth date and place and/or other data you gave us when you concluded a contract with us. Statistic or anonymous data we collect, for example, when you visit our Internet pages and which do not relate to you directly, are not included.

## 3. Personal Data Processing Principles

- 3.1. **Confidence** – We would like to be your reliable partner during protection of your privacy and to justify your confidence you placed in us. Also, we want to be fully transparent and clear in terms of personal data processing. It is one of the purposes of this Policy. You are always free to address us with a request for a change in your personal data or purpose for which you want/do not want them to be processed.

- 3.2. **Legality** – While processing your personal data BH Telecom applies valid regulations about personal data protection and internal procedures from the field of personal data protection, implementing the highest world standards.
- 3.3. **Limited Processing** – We collect and process personal data only for certain and legal purposes, and we do not process them further in the way which is not in line with their purpose, except if otherwise legally regulated or grounded on the consent.
- 3.4. **Data Quantity Reduction** – We always use only users' data being suitable and important for certain legal purpose.
- 3.5. **Unnamed Data Processing** – Whenever possible and reasonable, we use unnamed, i.e. anonymous data.
- 3.6. **Completeness and Confidentiality** – We process personal data safely, including their protection from unauthorized or illegal processing and in the case of accidental loss, destruction or damage (e.g. only authorized employees have access to our users' personal data).
- 3.7. **Limited Storage** – We store and process your personal data only as long as necessary for certain legal purpose, except if valid regulations define longer or shorter retention period or in other explicitly legally defined cases. Afterwards, the data are permanently deleted or made anonymous.

#### 4. Personal Data Security and Protection

We carefully store all data you gave us in our internal databases on internal servers and they will not be forwarded without your consent, except in the herein described cases.

We store and process your data only as long as necessary for certain legal purpose, except if valid regulations define longer or shorter retention period or in other explicitly legally defined cases. Afterwards, the data are permanently deleted or made anonymous. Personal data given for a contract implementation cannot be deleted or withdrawn while the contract is in force. Your data are protected according to our security concept.

#### 5. How do we protect your personal data

BH Telecom implemented technical and organizational measures meant for security and protection of its users' data from an unauthorized insight, physical and logical network security, both from our employees and outside BH Telecom. Protection refers also to possible misuse in terms of change, loss, theft and any other data violation and misuse pursuant to LPDP and international ISO standards. BH Telecom has the Certificate on harmonization of information security management system with the requirements of the ISO 27001:2013 international standard, which comprises of the processes related to provision of IT and Cloud Services including protection of our service users' personal data.

Technical measures include as follows: before we offer them to our users, our services and products fulfill security requests and data protection requests, implementation of all protection measures on the systems where your data are stored, access to processing equipment is allowed only to authorized persons, computer network is protected from unauthorized Internet

access through a firewall, computers are protected from malicious programs through anti-virus program being regularly updated, e-mail messages are protected from unwanted messages, computer access is protected through passwords, network and server equipment is submissive to regular maintenance, and we make regular controls of security and personal data protection measures.

Organizational measures include as follows: document collections are stored in locked cabinets and only authorized employees have access to their keys, unnecessary paper copies of personal data are regularly destroyed, all employees having access to personal data and document collections are subject to the conditions of professional secrecy, conclusion of contracts about users' personal data protection with processors, continuous employees' education, establishment of special organizational units for users' data security and protection, as well as positions of information security managers and personal data protection officers.

## **6. Responsible for Personal Data Collection**

BH Telecom JSC Sarajevo, Franca Lehara 7, 71000 Sarajevo, Bosnia and Herzegovina

## **7. Contact Details of Person Responsible for Personal Data Protection**

Data Protection Officer (DPO) is employed with BH Telecom JSC Sarajevo, Franca Lehara 7, 71000 Sarajevo, Bosnia and Herzegovina, e-mail: [dpo@bhtelecom.ba](mailto:dpo@bhtelecom.ba).

## **8. Your Personal Data Collected by BH Telecom**

BH Telecom collects the following personal data being important for its business operations: full name, e-mail address, telephone number, identity card date and place of issuance, birth date and other user's data meant for BH Telecom service/product contracting forms or you submit them otherwise, and other data necessary for service provision.

You are responsible for accuracy and veracity of data you give to BH Telecom. BH Telecom is not responsible if you give inaccurate, false or somebody else's data. Contracting our service or purchasing our product, giving your data (full name, address, e-mail address, telephone number and other data), signing a contract/annex, you give a consent for us to store and process those personal data, otherwise the service cannot be provided.

BH Telecom uses your personal data only for certain pre-defined purposes and you accepted their collection and processing. BH Telecom takes care that information are used only on the basis of your consent and that they are treated with confidentiality. BH Telecom uses your data only as defined in valid law, except if needed by court or state authorities to ensure implementation of legal provisions. BH Telecom furnishes other companies with your data for marketing purposes only if you agree, i.e. grounded on your consent. BH Telecom neither sells nor transfers personal data to third parties without an explicit user's consent.

It is very important for us to be informed about any change in your personal data immediately or as soon as possible.

## 9. Personal Data Processing Purposes

- 9.1. **Contract implementation** – It includes utilization of your personal data for the purpose of checking your identity and solvency, provision of contracted service, costs charging and collection, delivery of ordered products, making a contact with you about service provision if needed, device installation, repair work, complaint resolution, failure removal, follow up and provision of service and product quality and security, user support, support during product and service utilization and other activities referring to contract conclusion and implementation pursuant to applicable laws.

Legal ground for data processing for above purposes is a need for implementation of your contract or taking measures upon your request prior to a contract conclusion. In the case that you reject to give data we need for contract conclusion and implementation, BH Telecom will not be able to conclude a contract and/or perform certain activities resulting from contract implementation.

- 9.2. **Utilization Data** – Utilization data are generated automatically, resulting from certain BH Telecom services and products because they are important for service provision, and they include data about electronic communication traffic (so called traffic data, e.g. communication date, time and duration, data about caller's number and called number, signaling, approximate device location, user's device data, roaming status, quantity of used data traffic, IP address) so that we can charge correctly the service we provided, and other data, data about service utilization method and user's habits while using BH Telecom services and products (e.g. data about self-service utilization, data about used applications), etc.

Legal ground for data processing for above purposes is the Law on Telecommunications which enables BH Telecom, as the provider of telecommunication services, to be entitled to process above data for the purpose of service provision to its users.

- 9.3. **Internally** – We use your personal data exclusively for keeping BH Telecom evidence in order to protect your personal and/or BH Telecom legal interests. For example, it includes utilization of your data for preventing, detecting and processing misuse at your or BH Telecom expense, creating services and offers following your needs, provision of the best user experience, personalized user support, market researches and analyses, optimization of electronic communication network, etc. Telephone calls between a user and a BH Telecom employee can be recorded and used later for the purpose of work quality enhancement, resolving possible complaints and security issues, of which you will be informed before the call.

Legal ground for data processing for above purposes is a legal interest of BH Telecom, except if interest or basic rights and freedoms requiring your personal data protection are stronger than that interest and/or legal ground for protection of key interests of a user or another physical person. The exception is consent as a legal ground.

- 9.4. **Public Phone Book** – For the purpose of the public phone book, BH Telecom will use the following user's personal data: full name, address and telephone number being usually published in a phone book, unless you explicitly forbid for your data to be entered therein.

Legal grounds for data processing for above purposes are legal obligations which BH Telecom must fulfill.

- 9.5. **Online Job Application / Vacancy Notice** – BH Telecom enables you to submit a job application through our web page, and we collect and process electronically submitted applications and data included therein. In addition, you are also able to apply if you submit your application and documents through postal service.

Legal ground for data processing and collection in above cases is your consent.

If the employment contract is concluded after job application procedure, we will keep the data you submitted in your personal file within our usual organizational and administrative procedure, having in mind our further legal obligations.

- 9.6. **Direct Marketing** – BH Telecom can use your contact details for sending promotional notices about all services and products through all communication channels, unless you define otherwise. To receive notices based on your wishes and habits, we need to use your data for preparation of personalized marketing notices and offers meant for you. You are entitled to always come forward that you do not want to receive our marketing notices any more. In that case your data will not be processed any more for the purpose of direct marketing.

Legal ground for data processing for above purposes is a legal interest of BH Telecom, except if interest or basic rights and freedoms requiring your personal data protection are stronger than that interest.

- 9.7. **Legal Obligations** – According to a legally based and explained request, BH Telecom is obliged to allow relevant authorities (e.g. courts, police forces, CRA, etc.) to have access to certain personal data.

Legal grounds for data processing for above purposes are legal obligations which BH Telecom must fulfill.

- 9.8. **Viewing Data** such as live/VoD content of MojaTV service. We collect data about viewing channels, VoD/time shift content and utilization of certain services through our system viewing statistics. Those data are used for giving recommendations about certain user contents, as well as for solving eventual technical issues. Statistical data are kept in the period of 30 days in the system and, afterwards, data pseudo-minimization and anonymization are performed and data are kept in the system for the following 12 months, but they cannot relate to individual users as such since they make a part of global viewing statistics.

Your Set Top Box and our servers exchange certain information on authorization and utilization, such as STB MAC and IP address, being necessary for service operation. We generate statistical viewing analyses to proceed with improving our service for you. Data referring to an individual are never forwarded to third persons. Statistical data can be forwarded to content and media suppliers only after their anonymization for statistical analysis and contracting purposes.

Legal ground for data processing for above purposes is a legal interest of BH Telecom, except if interest or basic rights and freedoms requiring your personal data protection are stronger than that interest and/or legal ground for protection of key interests of a user or another physical person.

## **10. Communication Content Privacy**

BH Telecom will not modify, delete or supervise the content of your communications and use it for any purposes in any way, except in the case of technical measures for prevention of communication misuse or for protection of public telecommunication service and service user integrity, as well as in the case that it is obliged to give authorities or institutions access to telecommunication traffic data and communication content, unless a user accepts modification or supervision within specific conditions of certain service.

Upon request of the authorities or institutions and exclusively in accordance with relevant legal regulations, BH Telecom will give a full and free access to its service databases and enable undisturbed connections for legal communication interception following applicable regulations.

## **11. Consent for Personal Data Processing**

Consent for personal data processing means each voluntary, special and unambiguous expression of your wishes, with which you, as a personal data holder, accept processing of your personal data through a statement or a clear confirmation. Your last manifestation of will about your personal data processing is applied on all other services you use. For example, if, while contracting our mobile service, you did not give your consent for receipt of third persons' promotional messages but you did it subsequently while contracting another service, we will conclude that you gave your consent for receipt of third persons' promotional messages. You can give up from your consent any time. Depending on the communication channel, that change will be registered 30 days after receipt the latest, provided that you were previously identified.

## **12. How long do we keep your personal data**

If you are our user, we will delete all personal data we have about you within 12 months after completion of our services provision, except for data we must keep pursuant to our legal obligations resulting from local financial and tax laws and regulations. Accordingly, personal data which refer to your user's account, such as your full name and contact details, payment data, service contract and invoicing documentation, will be kept in the period specified by applicable tax and financial laws.

In the case that our user is a legal person, all personal data collected within his user account will be kept in the form which can identify an individual (full names and contact details of contact persons given by the user) in the period of 12 months from completion of our services provision.

Your requests and other communication you exchanged with our support team through our Contact Center can be kept for three years from completion of our services provision.

Traffic data will be kept in the period of 12 months from completion of our services provision. As we may be obliged to keep traffic data in order to calculate charges, we will keep them for the purpose of collection of charges and effect payments due to telecommunication and other providers until fully paid, i.e. until the end of the period in which a bill can be legally challenged or paid the longest. In the case that a bill is unpaid or challenged before payment, we will keep traffic data for the purpose of establishing, exercising or defending our legal rights until the court or other legal procedure is finally finished the latest.

Data generated during your activities on our platform (access logs) will be kept for 30 days.

All job applications sent over our web page and postal service will be kept for 12 months, afterwards, they will be deleted from our records.

In the case of legal procedures such as lawsuits, requests for law enforcement or investigations requiring for BH Telecom to keep the records, including the ones having personal data, we will delete the records to which it refers once we have no legal obligation to keep it any more.

### **13. Personal Data Processing Location and Data Transfer**

A user's personal data are processed in Bosnia and Herzegovina primarily by BH Telecom, as well as by our partner BH Post for the purpose of bills preparation and distribution. Personal data of BH Telecom users are processed exceptionally in other countries, when service provision is carried out in the territory out of Bosnia and Herzegovina (e.g. Roaming Services, Cloud Services, etc.).

BH Telecom will neither sell your personal data nor transfer/provide them to a third party without your consent, except for demographic statistic data of a users' group without giving their personal data and in special cases when a user's personal data are transferred to third parties.

BH Telecom is entitled and/or obliged to transfer personal data to third parties in the following cases:

- legal regulation (e.g. grounded on the court order),
- for contract implementation (user's interest),
- for implementation of a contract with a user (e.g. operators in the case of roaming in other operator's network),
- if another person is a holder of user's contract for the services you use,
- based on cession,
- upon your consent.

### **14. Your Rights and Obligations**

As a user of BH Telecom services you have an active role in consent management, i.e. you have the right to give and to withdraw your consent any time, and you have the rights in accordance with below stated regulations:

- right to object – you have the right to ask for stopping receipt of marketing notices about BH Telecom services and products any time. As a user you also have the right to object any other processing of your data based on legal interest of BH Telecom. In that case BH Telecom will not process your data in stated purposes, unless legally defined otherwise;
- right to avoid entering data in public phone book - you have the right to ask for your data not to be entered in the public phone book any time and BH Telecom will act accordingly;

- data keeping responsibility – as a user you are obliged to keep secret and with due care all identification marks awarded by BH Telecom (e.g. user name, password, etc.) because all actions with a user's identification marks are considered as activities of the same user. You are also obliged to change your password or other access data immediately after you suspected they were used without authorization and to inform BH Telecom about it;
- access right – you have the right to get a confirmation if your personal data are processed, access to those data and information on their processing purpose, personal data categories, receivers or receivers categories, about the period foreseen for keeping data or criteria used for specifying that period, existence of user's rights, existence of automated decision-making, including preparation of a profile and information about processing logic, importance and predicted processing consequences;
- deletion right - you have the right to ask for deletion of your personal data without unnecessary delay and under conditions stated in valid regulations about personal data protection and this Policy;
- correction right - you have the right to ask for correction of your personal data being incorrect;
- transfer right - you have the right to receive your personal data in a structured, commonly used and machine-readable format and to transfer them to another controller if processing is grounded on consent or contract, and it is performed automatically. If technically viable, you have the right for a direct transfer from BH Telecom to another controller;
- resistance to making automated individual messages, including a profile preparation, a user is entitled for the decision grounded exclusively on automated processing not to refer to him, including a profile preparation, resulting in legal effects referring to him or similarly make a significant effect on him, unless such a decision is necessary for a contract conclusion or implementation between a user and BH Telecom.

You can submit a request enabling your identification if you fill in a special form for each above stated right, being available at Internet page [www.bhtelecom.ba](http://www.bhtelecom.ba), in writing or through e-mail [dpo@bhtelecom.ba](mailto:dpo@bhtelecom.ba). Received requests are considered by our Data Protection Officer. BH Telecom will reply on your request without undue delay within 30 days the latest, provided that you were previously identified.

Written requests submitted by postal service should be certified by a notary or in your municipality for your identification and protection from somebody else's malicious activities, so that we can be sure that it was you or your proxy who really performed those activities and that your personal data will not be received by an unwanted receiver.

## **15. Web Pages and Mobile Applications**

BH Telecom respects your privacy during your visit to our web pages and mobile applications, collecting your data only if you give them willingly. Web pages of BH Telecom use so called cookies to be able to provide services with all functionalities and best possible quality. Cookies are textual databases created by web server while a user reviews a web site placing them to his computer or other device by means of the user's web browser.



Depending on your consent, cookies will be used for giving information about our services and contents within our Internet page, having a better insight and understanding of our users' needs and requests, as well as enabling the highest possible provision of our contents and services. You can visit web pages even if cookies are disabled, but certain options of Internet page will not be available. You can delete cookies any time using options in your web browser.

BH Telecom web pages and mobile applications can consist of documents, data information, advertisements and links to other web pages created by third parties which are not supervised by BH Telecom. BH Telecom denies fully any responsibility related to web pages and mobile applications created by third parties. This Policy refers only to our web page, so if you click on the link of another web page, you should read personal data protection document existing therein.

BH Telecom preserves the right to change contents on its web pages and in its mobile applications any way, at any moment and for any reason and is not accountable for any adverse effects resulting from those changes.

Visitors of web pages and users of mobile applications of BH Telecom are responsible for their utilization. BH Telecom is not responsible for any direct, accidental, consequential and indirect damages resulting from access, utilization or impossible utilization of web pages and mobile applications of BH Telecom.

## **16. Updates of Personal Data Protection Policy**

Due to on-going technical and legal innovations, Personal Data Protection Policy must be changed, more exactly updated, from time to time. We will inform you about all changes in our Personal Data Protection Policy on this web portal and update them when relevant.

This document was last updated on 06 Oct., 2021.

## **17. Questions about Personal Data Protection**

If you have questions about stipulations referring to protection of your personal data, we ask you kindly to send us an e-mail titled as "Personal Data Protection" to the following e-mail address [dpo@bhtelecom.ba](mailto:dpo@bhtelecom.ba) or to contact us to the following address: BH Telecom JSC Sarajevo, Franca Lehara 7, 71000 Sarajevo.

The person authorized for personal data management, Data Protection Officer (DPO) in BH Telecom JSC Sarajevo, Franca Lehara 7, 71000 Sarajevo, Bosnia and Herzegovina, e-mail: [dpo@bhtelecom.ba](mailto:dpo@bhtelecom.ba).

## **18. Right of Appeal to Personal Data Protection Agency**

In the case that you find that processing of your personal data is illegal or unallowed, you are entitled to appeal to BiH Personal Data Protection Agency to the following address:

Personal Data Protection Agency  
Dubrovačka 6, 71000 Sarajevo  
Tel.: 033 726 250  
Fax: 033 726 251  
E-mail: [azlpinfo@azlp.ba](mailto:azlpinfo@azlp.ba)