

PRIVACY POLICY

Last Updated: May 1, 2026.

Introduction

This Privacy Policy explains how **NORTH ENGINEERING DOO SUBOTICA** (hereinafter referred to as the “Controller”) collects and processes the personal data of website users and visitors, how long such data is retained, the rights of individuals whose data is processed, and the procedures applicable in the event of a personal data breach, in accordance with the **Law on Personal Data Protection of the Republic of Serbia** (“Official Gazette of the RS”, No. 87/2018). Any matters not specifically regulated by this Privacy Policy shall be governed by the applicable Law.

The website content provider is committed to protecting the privacy of all visitors, collecting only the data necessary to fulfill the purpose of the website, and processing such data in accordance with good business practices, this Privacy Policy, and the applicable Law.

For minors under the age of 15, consent for the processing of personal data must be provided by a parent exercising parental rights or another legal representative of the minor.

1. Data Controller

Data Controller:

NORTH Engineering d.o.o. Subotica
Park Rajhl Ferenca 7, Subotica, Serbia
Email: office@north-eng.com
Phone: +381 24 623000

Data Protection Officer (DPO):

A Data Protection Officer has not been appointed, as **there is no legal obligation** to do so under Article 56 of the Law on Personal Data Protection.

For any questions regarding the processing of personal data, you may contact us via the email provided above.

2. What Data We Collect

2.1. Data You Voluntarily Provide (via Contact Form):

- Full name
- E-mail address
- Phone number
- Your message

Note: We use WPForms Lite. Therefore, information entered into the contact form is not stored on the website server but is transmitted directly to us via email.

2.2. Automatically Collected Technical Data (Server Logs and Cookies):

- IP address
- Date and time of access
- Visited page URL
- Referrer URL
- Device and browser type
- HTTP status
- Amount of transferred data

Technical data (server logs) is collected by the hosting infrastructure provider (**Telekom Srbija**) and managed by the hosting service provider.

For third-party cookies (e.g., Google Analytics), system cookies are stored in the visitor's browser, while analytical cookies are managed by the respective external service provider. The servers are located in the Republic of Serbia, which has a Personal Data Protection Law aligned with the EU General Data Protection Regulation (GDPR). Accordingly, technical and organizational security measures comparable to those required under the GDPR are implemented. The data center is located in Serbia and is subject to the jurisdiction of the laws of the Republic of Serbia.

3. Purpose of Data Processing

We process personal data solely for the following purposes:

- Responding to visitors' inquiries
- Communicating with users
- Website statistics and performance improvement (technical logs)
- Compliance with legal obligations

4. Legal Basis for Processing

In accordance with the Law on Personal Data Protection of the Republic of Serbia, processing is based on:

- **Your consent** (Article 12, Paragraph 1, Item 1) – by submitting the contact form, you provide your consent;
- **Legal obligation** (Article 12, Paragraph 1, Item 3) – retention of server logs;
- **Legitimate interest** (Article 12, Paragraph 1, Item 6) – website security and prevention of misuse.

5. Where Data Is Stored

- Technical data is stored on the servers of the hosting provider Telekom Srbija in Serbia.
- Data submitted through the contact form is not stored in the website database but is transmitted via email and may be retained within the recipient's email system.
- If services that transfer data outside Serbia or the EU are used (e.g., Google services), Standard Contractual Clauses are applied in accordance with Article 65 of the Law.

6. Data Retention Period

- Data submitted through the contact form is **retained for as long as necessary to respond to the inquiry or, where cooperation is established, for the duration of such cooperation.**
- Technical logs are retained in accordance with the policies of the hosting provider.
- Upon expiration of the retention period, data will be anonymized.

7. Access to and Sharing of Data

Personal data may only be accessed by authorized persons within the Controller's organization. Data may be made available to third parties only where cooperation with the data subject requires the engagement of external associates on a specific project.

Data may be disclosed exclusively:

- Where there is a legal obligation to do so.

8. Security Measures

We implement the following security measures:

- SSL encryption
- Firewall and antivirus protection
- Restricted access to systems
- Regular software updates

9. Your Rights

You have the right to:

- Request access, copy or correction to your personal data
- Restrict processing
- Object to processing
- Withdraw your consent
- Lodge a complaint with the Commissioner for Information of Public Importance and Personal Data Protection

Commissioner Contact Information:

Bulevar kralja Aleksandra 15

11000 Belgrade, Serbia

Phone: +381 11 3408 900

Website: www.poverenik.rs

10. External links

We are not responsible for the content or privacy practices of third-party websites. We recommend reviewing their privacy policies before sharing any personal data.

11. Personal Data Breaches

In the event of a personal data breach:

- We will notify the Commissioner immediately or no later than 72 hours after becoming aware of the breach. If notification is not made within this period, the reasons for the delay will be provided.
- We will notify affected users if the breach is likely to result in a risk to their rights and freedoms.

12. Changes to This Policy

The Controller reserves the right to amend this Privacy Policy in order to comply with legal requirements and business needs. Any changes will be published on this website.

13. Contact Information

NORTH Engineering d.o.o. Subotica

Park Rajhl Ferenca 7, Subotica, Serbia

Email: office@north-eng.com

Phone: +381 24 623000

14. Cookies and Consent

We use the **Cookies and Content Security Policy (CCSP)** tool to manage cookies.

Further details are available in our **Cookie Policy**.

Final Provisions

This Privacy Policy describes the manner in which we process your personal data. We recommend reviewing this Policy periodically, as it may be amended from time to time.