

# Cookie Policy

in accordance with the Law on Personal Data Protection of Bosnia and Herzegovina ("Official Gazette of BiH", No. 12/25)

RR-team d.o.o. | Version date: 8 October 2026

## At a glance

- Without your consent we use only one cookie, **rr\_consent**, which remembers your choice for up to 30 days.
- We do not use analytics, marketing or social media cookies.
- Google Maps and Google reCAPTCHA are loaded, and Google can set its cookies, only when you allow it.
- You can change or withdraw your choice at any time via "Cookie settings" at the bottom of the page.

## 1. What cookies are

This policy explains how the website [www.rr-team.ba](http://www.rr-team.ba) uses cookies and similar technologies.

Cookies are small text files that a website stores in the browser on your device. They can be first-party cookies (set by the website you are visiting) or third-party cookies (set by providers whose content is loaded on the website). By duration, cookies are either session cookies, which are deleted when you close the browser, or persistent cookies, which remain stored until they expire or are deleted.

## 2. Cookies we use

Without your consent we use only one, technically necessary cookie: **rr\_consent**, which remembers your cookie choice. We do not use analytics, marketing or social media cookies and we do not track your behaviour on the website. We load fonts and other website resources from our own server.

Third-party cookies can be set only if you consent to one of the following Google services:

- **Google Maps** - an interactive map showing the location of our office;
- **Google reCAPTCHA** - protection of the contact form against spam and automated messages.

In the cookie settings these services are shown as separate categories: **Necessary** (always active), **Google Maps** and **Google reCAPTCHA**. The Google Maps and Google reCAPTCHA categories are switched off by default.

### 3. Overview of cookies

| Name                                    | Provider                             | Purpose                                                                                                                                                                                                                                                                  | Duration                                                                    | Category                       |
|-----------------------------------------|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------|
| rr_consent                              | RR-team, rr-team.ba (first-party)    | Remembers your choice regarding cookies and the Google Maps and Google reCAPTCHA services.                                                                                                                                                                               | up to 30 days                                                               | Necessary                      |
| _GRECAPTCHA                             | Google LLC, google.com (third-party) | Tells humans from automated programs in order to protect the contact form. Set when reCAPTCHA is loaded and used.                                                                                                                                                        | 6 months                                                                    | Google reCAPTCHA, with consent |
| rc::a, rc::f, rc::b (browser storage)   | Google LLC, google.com (third-party) | Tells humans from automated programs in order to protect the contact form. Unlike cookies, these entries are not sent automatically with requests.                                                                                                                       | rc::a, rc::f persistent (until deleted); rc::b until the end of the session | Google reCAPTCHA, with consent |
| NID, AEC, SOCS and other Google cookies | Google LLC, google.com (third-party) | Google may set or read them when the map loads, especially if you are signed in to a Google account. According to Google, they are used to remember preferences, for security and to prevent abuse; NID is also used to show ads in Google services to signed-out users. | up to 6 months (NID, AEC), up to 13 months (SOCS)                           | Google Maps, with consent      |

The names and duration of third-party cookies are determined by Google and may change. An up-to-date overview is available at [policies.google.com/technologies/cookies](https://policies.google.com/technologies/cookies).

### 4. Purpose of processing

We use cookies only to remember your choice, to display a map with the location of our office and to protect the contact form against misuse. We do not use cookies for traffic analysis, advertising or visitor profiling.

### 5. Storage duration

The **rr\_consent** cookie is kept for up to 30 days (some browsers, such as Safari, shorten this period), after which we ask for your choice again. The duration of third-party cookies is shown in the table in section 3 and is determined by Google.

### 6. Giving and withdrawing consent

On your first visit we show a cookie notice with three equal choices: "Accept all", "Reject all" and "Settings". All three buttons look the same, no option is preselected and no third-party service is loaded before you choose.

- In "Settings" you can switch on Google Maps and/or Google reCAPTCHA individually.
- You can also switch on the map or reCAPTCHA directly where they appear, with the "Show map" or "Load reCAPTCHA" button. This gives consent for that service only.
- You can withdraw consent as easily as you gave it, at any time, via the "Cookie settings" link in the footer or the icon in the bottom left corner. After a withdrawal the page reloads without the service you switched off.

Withdrawing consent does not affect the lawfulness of processing before the withdrawal (Article 9(3) of the Law). Rejecting cookies does not limit access to the website's content: the map and reCAPTCHA are then not displayed, and without reCAPTCHA a message cannot be sent through the contact form. In that case, write to us at [info@rr-team.ba](mailto:info@rr-team.ba) or call us on +387 35 255 125.

## 7. Managing cookies in your browser

You can also view and delete cookies in your browser settings:

- Google Chrome: [support.google.com/chrome/answer/95647](https://support.google.com/chrome/answer/95647)
- Mozilla Firefox: [support.mozilla.org/kb/clear-cookies-and-site-data-firefox](https://support.mozilla.org/kb/clear-cookies-and-site-data-firefox)
- Safari: [support.apple.com/guide/safari/manage-cookies-sfri11471/mac](https://support.apple.com/guide/safari/manage-cookies-sfri11471/mac)
- Microsoft Edge: [support.microsoft.com](https://support.microsoft.com) (search: "Manage cookies in Microsoft Edge")

If you delete the `rr_consent` cookie, the cookie notice will be shown again. Our website cannot delete cookies or browser storage entries set by Google (google.com domain); you can delete them in your browser settings. Disabling all cookies in your browser may affect some functions of the website.

## 8. Third parties

Third-party cookies are set, with your consent, by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Google may also process the data collected through these cookies and services outside Bosnia and Herzegovina, including in the USA; more on this, including the legal basis for the transfer, is set out in section 9 of the Privacy Policy Statement. Information from Google: [policies.google.com/privacy](https://policies.google.com/privacy) and [policies.google.com/technologies/cookies](https://policies.google.com/technologies/cookies).

If the third-party services on the website change in the future, this policy will be updated and your choice will be requested again.

## 9. Contact information

|            |                                                                 |
|------------|-----------------------------------------------------------------|
| Controller | RR-team d.o.o. za reviziju i računovodstvo Tuzla                |
| Address    | Hadži Bakirbega Tuzlića 8b, 75000 Tuzla, Bosnia and Herzegovina |
| E-mail     | <a href="mailto:info@rr-team.ba">info@rr-team.ba</a>            |
| Phone      | +387 35 255 125                                                 |
| Website    | <a href="http://www.rr-team.ba">www.rr-team.ba</a>              |

## 10. Changes to this policy

We reserve the right to amend this policy in line with legal requirements and technical changes to the website. The current version is always published on the website with its version date.

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