

Privacy Policy Statement

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

- The controller of your personal data is RR-team d.o.o. za reviziju i računovodstvo Tuzla. For any question, write to us at info@rr-team.ba.
- Apart from the technical data that the web server records automatically on every visit, including your IP address, we only receive personal data that you send us yourself through the contact form, by e-mail or by phone, and we use them to answer your enquiry.
- We do not use analytics or marketing cookies and we do not track how you move around the website.
- Google Maps and Google reCAPTCHA are loaded only after you consent, and you can withdraw your consent at any time via "Cookie settings" at the bottom of the page.
- You have the rights of access, rectification, erasure, restriction of processing, data portability and objection, and the right to lodge a complaint with the Personal Data Protection Agency in Bosnia and Herzegovina.

1. Introduction

RR-team d.o.o. za reviziju i računovodstvo Tuzla (hereinafter: "RR-team", "we", "us" or "our") is committed to protecting the privacy and personal data of visitors to its website.

This Privacy Policy Statement (hereinafter: the "Policy") explains how we collect, process, store and protect the personal data of visitors to the website www.rr-team.ba (hereinafter: "you" or "your"), in accordance with the Law on Personal Data Protection ("Official Gazette of BiH", No. 12/25; hereinafter: the "Law") and other applicable regulations governing this area.

As a personal data controller, we are obliged to give data subjects access to all relevant information about the processing of their data and to inform them of their rights and of the purposes of processing.

We use your personal data only as described in this Policy and do not disclose them to third parties other than the recipients listed in section 8. We do not sell personal data and we do not use them for marketing purposes.

This Policy covers the processing of personal data through the website www.rr-team.ba and the communication that results from it. The processing of personal data in the course of our audit, accounting and advisory services is governed by our contracts with clients and by the regulations that apply to those activities.

2. Definitions

The key terms used in this Policy are explained below, in accordance with the Law.

- **Data subject** means a natural person whose identity is established or can be established, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
- **Personal data** means any information relating to a natural person whose identity is established or can be established.
- **Controller** means a natural or legal person, public authority or competent authority which, alone or jointly with others, determines the purposes and means of the processing of personal data.
- **Processor** means a natural or legal person or public authority which processes personal data on behalf of the controller.
- **Recipient** means a natural or legal person or public authority to which personal data are disclosed, whether or not it is a third party.
- **Third party** means a natural or legal person, public authority, the Agency or other body other than the data subject, the controller, the processor and the persons who, under the direct authority of the controller or processor, are authorised to process personal data.
- **Consent of the data subject** means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.
- **Personal data breach** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.
- **Cookie** means a small text file that a website stores in the browser on your device.

3. Controller information

Company name	RR-team d.o.o. za reviziju i računovodstvo Tuzla
Short name	RR-team d.o.o.
Registered office	Hadži Bakirbega Tuzlića 8b, 75000 Tuzla, Bosnia and Herzegovina
Identification number	4210323950007
Phone	+387 35 255 125
E-mail	info@rr-team.ba
Website	www.rr-team.ba

4. Data protection contact

For any question about the processing of your personal data and to exercise the rights set out in section 10, you can contact us:

E-mail	info@rr-team.ba , marked "Personal data protection"
Post	RR-team d.o.o., Hadži Bakirbega Tuzlića 8b, 75000 Tuzla, Bosnia and Herzegovina

We will respond to your request without undue delay and in any event within 30 days of receiving it. Where necessary, this period may be extended by a further 60 days, taking into account the complexity and number of requests; in that case we will inform you of the extension, with the reasons, within 30 days of receiving the request (Article 14 of the Law). Handling your request is free of charge, except for manifestly unfounded or excessive requests (Article 14(5) of the Law). If you submit your request electronically, we will reply electronically unless you ask otherwise.

If we have reasonable doubts about the identity of the person making a request, we may ask for additional information necessary to confirm their identity before acting on it (Article 14(7) of the Law).

If you do not receive a reply within that period or you are not satisfied with it, you may lodge a complaint with the Personal Data Protection Agency in Bosnia and Herzegovina or apply to the competent court.

5. Personal data we process

We collect personal data only to the extent necessary for the purposes described. This document applies to data processing whether it is carried out by automated or non-automated means.

- a) **Contact form data:** name, e-mail address, phone number, subject and content of the message, and a record of the consent given (confirmation, date and time of sending and the version of the Policy the consent refers to).
- b) **Direct communication data:** data you provide yourself when you contact us by e-mail or by phone, for example your name, e-mail address, phone number and the content of the communication.
- c) **Technical data (web server logs):** on every request the web server automatically records the IP address, date and time of access, the page or file requested, the status code and size of the response, the address of the referring page and the type of browser and operating system. We do not combine these data with other sources and we do not use them to identify visitors.
- d) **Cookie that remembers your choice:** the `rr_consent` cookie records your choice regarding cookies and third-party services.
- e) **Data processed by Google services:** if you consent to Google Maps and/or Google reCAPTCHA, Google LLC collects your IP address and technical data about your device and browser, and reCAPTCHA also collects data about your interaction with the form, in order to tell humans from automated programs (see section 9 and the Cookie Policy).

The website does not use analytics or marketing tools, does not build visitor profiles and does not process special categories of personal data. Please do not send us sensitive personal data or confidential business documents through the contact form; we will agree a secure way of exchanging documents with you.

Providing personal data is voluntary and is neither a statutory nor a contractual requirement. Without the data in the required fields and your consent, a message cannot be sent through the contact form, but you can always contact us by e-mail or by phone.

6. Purposes and legal basis of processing

We process personal data in line with the principles of lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, and integrity and confidentiality. The legal basis for processing is set out in Article 8(1) of the Law:

Purpose	Data	Legal basis
Answering an enquiry sent through the contact form and further communication about it	section 5 a)	your consent, given by ticking the box in the form (point a)

Purpose	Data	Legal basis
Answering an enquiry received by e-mail or by phone	section 5 b)	where the enquiry concerns our services, taking steps at your request prior to entering into a contract (point b); otherwise, our legitimate interest in replying to communication addressed to us (point f)
Preparing an offer and entering into a contract, if the enquiry develops into a business relationship	section 5 a) and b)	taking steps at your request prior to entering into a contract, or performance of the contract (point b)
Secure and proper operation of the website, protection against misuse and attacks	section 5 c)	legitimate interest in protecting the information system and the website (point f)
Remembering your cookie choice	section 5 d)	legitimate interest in respecting and remembering your choice (point f)
Displaying a map with our office location (Google Maps)	section 5 e)	your consent (point a)
Protecting the contact form against spam and automated messages (Google reCAPTCHA)	section 5 e)	your consent (point a)
Complying with legal obligations and establishing, exercising or defending legal claims	data needed in the specific case	legal obligation (point c) and our legitimate interest in establishing, exercising or defending legal claims (point f)

Where processing is based on consent, you may withdraw your consent at any time, without affecting the lawfulness of processing before the withdrawal. You withdraw consent for the Google services via “Cookie settings” at the bottom of the website, and consent given in the contact form by writing to info@rr-team.ba. Where processing is based on legitimate interest, you have the right to object (section 10).

7. Retention periods

- **Contact form enquiries and e-mail communication** are kept for as long as necessary to reply and to continue the communication about the enquiry. Enquiries that have not led to a business relationship are reviewed regularly and deleted once they are no longer needed for that purpose. Data are kept longer only if the enquiry leads to a business relationship (then in accordance with the contract and the regulations that apply to that relationship), where a legal obligation requires it, or where they are needed to establish, exercise or defend legal claims.
- **Web server logs** are kept briefly, as a rule for up to two months, after which they are deleted automatically. They are kept longer only if needed to investigate a specific security incident.
- **System backups** are kept on the server in Bosnia and Herzegovina and are deleted automatically, as a rule after no more than ten days; data deleted from the system disappear from the backups within that period.
- **The rr_consent cookie** is kept for up to 30 days, after which we ask for your choice again.
- **Cookies and data processed by Google** are kept for the periods set by Google, as described in the Cookie Policy.

8. Recipients of personal data

Your personal data may be received only by:

- authorised employees of RR-team d.o.o. who handle enquiries, subject to a duty of confidentiality;
- the provider of hosting and maintenance services for the website and the e-mail system, as a processor that processes data only on our instructions and subject to confidentiality; the server is located in Bosnia and Herzegovina;
- Google LLC, only in connection with the Google Maps and Google reCAPTCHA services and only with your consent (section 9);
- competent authorities, where we are required to disclose data by law or by a decision of a competent authority.

At your request we will tell you the identity of the recipients and processors.

9. Third-party services and transfers outside Bosnia and Herzegovina

We process contact form data, e-mail communication and web server logs in Bosnia and Herzegovina and do not transfer them to other countries, except for the verification token that, if you have switched on Google reCAPTCHA, we send to Google when you submit the form, so that the check can be confirmed (see below).

The website uses two services of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Both are loaded only after your consent:

- **Google Maps** displays an interactive map with the location of our office. When the map loads, Google receives your IP address and technical data about your device and browser, and may set or read cookies, especially if you are signed in to a Google account.
- **Google reCAPTCHA** (v2, "I'm not a robot") protects the contact form against spam and automated messages. reCAPTCHA analyses the IP address, device and browser data and data about your interaction with the form, sets the **_GRECAPTCHA** cookie and uses browser storage (see the Cookie Policy). When you submit the form, our server sends Google the verification token so that Google can confirm the result of the check; we do not send your IP address. Without reCAPTCHA a message cannot be sent through the form, but you can contact us by e-mail or by phone.

Google may process these data outside Bosnia and Herzegovina, including in the USA. Under Article 47(2) of the Law, a level of protection that the European Union has found adequate is deemed adequate. The European Union has adopted such a decision for organisations in the USA certified under the EU-U.S. Data Privacy Framework, and Google LLC is certified under that framework. We load these services only on the basis of your consent, which you can withdraw at any time via "Cookie settings".

More on how Google processes data: policies.google.com/privacy and policies.google.com/technologies/cookies.

If you are located outside Bosnia and Herzegovina and provide us with data, your data will be processed in Bosnia and Herzegovina.

10. Your rights

In accordance with Article 9(3) and Articles 17 to 24 of the Law, you have the following rights:

- **Right of access** - to obtain confirmation as to whether we process your personal data, and access to those data and to information about their processing;
- **Right to rectification** - to have inaccurate personal data corrected and incomplete data completed;
- **Right to erasure** - to have your personal data erased, in the cases provided for by the Law;

- **Right to restriction of processing** - to have processing restricted, in the cases provided for by the Law;
- **Right to data portability** - to receive the data you have provided to us, which we process by automated means on the basis of consent or a contract, in a structured, commonly used and machine-readable format and to transmit it to another controller;
- **Right to object** - to object at any time, on grounds relating to your particular situation, to processing based on our legitimate interest;
- **Right to withdraw consent** - at any time, without negative consequences and without affecting the lawfulness of processing before the withdrawal;
- **Right not to be subject to automated decision-making** - we do not make decisions through the website based solely on automated processing, including profiling, that would produce legal effects concerning you or similarly significantly affect you.

Right to object: where we process your personal data on the basis of legitimate interest (section 6), you may object to that processing at any time on grounds relating to your particular situation. We will then no longer process the data unless we demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the data are needed to establish, exercise or defend legal claims (Article 23 of the Law).

Send requests to exercise your rights to info@rr-team.ba (section 4).

If you consider that the processing of your personal data infringes the Law, you have the right to lodge a complaint with the supervisory authority (Article 108 of the Law): **Personal Data Protection Agency in Bosnia and Herzegovina** (Agencija za zaštitu ličnih podataka u Bosni i Hercegovini), Dubrovačka br. 6, 71000 Sarajevo, phone +387 33 726 250, e-mail azlpinfo@azlp.ba, website www.azlp.ba, or to apply to the competent court.

11. Data security

We apply appropriate technical and organisational measures to ensure the confidentiality, integrity and availability of data, including:

- an encrypted connection (HTTPS/TLS) for the whole website and the contact form;
- access to data limited to authorised persons;
- protection of the server against malicious software and automated attacks, and regular system updates;
- a server located in Bosnia and Herzegovina.

We take all reasonable measures to ensure a satisfactory level of security, but please note that no transmission of data over the Internet and no electronic storage of data provides absolute protection, so we cannot guarantee absolute security.

In the event of a personal data breach, we will act in accordance with the Law, including notifying the Personal Data Protection Agency and, where the breach is likely to result in a high risk to your rights and freedoms, you as well, without undue delay.

12. Confidentiality

When you visit the website, your personal data remain confidential unless you choose to disclose them. The data you provide are treated as confidential information and are available only to persons who need them for their work, within their assigned authorisations. We use data collected through the contact form only to answer your enquiry and for further communication about it.

13. Cookies

Without your consent, the website uses only the cookie needed to remember your choice (**rr_consent**). Third-party cookies can be set only if you consent to Google Maps or Google reCAPTCHA. We do not use analytics or marketing cookies, and we load fonts and other website resources from our own server.

You can change your choice at any time via the “Cookie settings” link at the bottom of the website. More detailed information is provided in a separate document, the Cookie Policy.

14. Links to other websites

Our website contains links to other websites, for example to profiles on LinkedIn. When you follow such a link you leave our website, and the processing of data on the other website is governed by the rules of its owner. We recommend that you read the privacy policy of every website you visit. We have no control over, and assume no responsibility for, the content, privacy policies or practices of third-party websites.

15. Children's privacy

Our website is not intended for persons under 18 years of age and we do not knowingly collect their personal data. If you are a parent or guardian and become aware that a child has provided us with personal data, please contact us. If we become aware that we have collected a child's personal data without the consent of a parent or guardian, we will take steps to delete those data.

16. Changes to this Policy

We may amend this Policy from time to time, in particular when regulations or the way we process personal data change. The current version is always published on the website with its version date. If a change requires new consent, we will ask for your choice again. We recommend that you review the Policy periodically.

Version date: 8 October 2026