

Privacy Policy

We created this document in order for you to better understand which data about you we collect while you are using our website. Also, this document will explain to you how we use your data and what your choices are. Therefore we kindly ask you to read the following.

Some key terms

Personal data – means data referring to private persons who can be identified

User – means our website visitor.

Client – a person who uses our services.

Usage Data – means data the user enables us to use for the purposes of user experience improvement by clearly accepting them.

Cookies – mean small data sets which are kept in the user's web browser while browsing the website.

About us

This website is the property of DOO TS BALKAN LLC, a web design agency, seated at the 24000 Szabadka, Strossmayer u. 6., Srbija, Serbia. DOO TS BALKAN LLC is a privately held company registered in the Republic of Serbia:

Company ID number: 201601560

TIN: 112070084

E-mail: info@suncanoresenje.rs

General Information

DOO TS BALKAN KFT. is very committed to data privacy and we welcome the latest European General Data Protection Regulation (GDPR), which came into force on 25 May 2018. This new legislation gives you greater security, transparency, and control of your personal data online. We treat your personal data as confidential and in accordance with the statutory data protection regulations and this privacy policy. All data of a personal nature that identifies you directly or indirectly will be handled fairly, lawfully, and with due care. This privacy policy explains what kind of information we collect and what we use it for. It also explains how and for what purpose this happens. Please note that data transmitted via the internet (e.g. via email communication) may be subject to security breaches. Complete protection of your data from third-party access is not possible.

How do we collect your data?

Some data is collected when you provide it to us, for example, the data you enter in our contact form. Other data is collected automatically by our IT systems when you visit the website (statistics).

Our use of data

On the basis of GDPR, every website visitor can make a choice: to accept or decline the collection of their personal data by the website.

DOO TS BALKAN KFT. collects and processes only the necessary data about users who have accepted and given consent to such data processing, with a clearly stated purpose, in accordance with the procedures governed by legislation.

We mainly use your data to compile statistics for project reporting purposes. Part of the data is collected to ensure the proper functioning of the website and enhance the user experience.

What we know about you

We collect usage data from your computer or general information about your visit. We cannot identify you personally unless you willingly give us your personal data.

We use Google Analytics (GA) to count the number of users who visit our website and to understand their needs better so as to improve user experience (UX).

We do not know your email address unless you send it to us via email or contact forms

What rights do you have regarding your data?

You have the right to access, rectify, erase, and receive your personal data, as well as restrict its processing or object to the same, as provided in Articles 17 to 24 of Regulation (EU) 2018/1725. You can contact us at any time using our contact form if you have such a request or further questions about the issue of privacy and data protection. If you would like to receive the data we processed based on your consent or in fulfillment of a contract, this will be done in a standard, machine-readable format to the extent technically feasible.

How long can data be kept?

Personal data will be kept only for the time needed to achieve the purpose to which it is processed. All data relating to the project will be stored for the duration of the project. In the event of a formal appeal, all data held at the time of the appeal will be retained until the completion of the appeal process.



Third-party data processing

When visiting our website, statistical analyses may be made of your surfing behavior. This happens primarily using cookies and analytics. The analysis of your surfing behavior is usually anonymous, i.e. we will not be able to identify you from this data. You can object to this analysis or prevent it by not using certain tools. Further details can be found in the section Analytics and Advertising below.

We collaborate with these third-party data processors:

Google (Privacy policy)

Facebook (Privacy policy)

Revocation of your consent to the processing of your data

Many data processing operations are only possible with your expressed consent. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

Right to data portability

You have the right to have data that we process based on your consent or in fulfillment of a contract automatically delivered to yourself or to a third party in a standard, machine-readable format. If you require the direct transfer of data to another responsible party, this will only be done to the extent technically feasible.

SSL or TLS encryption

This site uses SSL or TLS encryption for security reasons and for the protection of the transmission of confidential content, such as the inquiries you send to us as the site operator. You can recognize an encrypted connection in your browser's address line when it changes from "http://" to "https://" and the lock icon is displayed in your browser's address bar. If SSL or TLS encryption is activated, the data you transfer to us cannot be read by third parties.

Information, blocking, deletion

As permitted by law, you have the right to be provided at any time with information free of charge about any of your personal data that is stored as well as its origin, the recipient and the purpose for which it has been processed. You also have the right to have this data corrected blocked or deleted. You can contact us at any time using the address given in our legal notice if you have further questions on this topic of personal data.



Opposition to promotional emails

We hereby expressly prohibit the use of contact data published in the context of website legal notice requirements with regard to sending promotional and informational materials not expressly requested. The website operator reserves the right to take specific legal action if unsolicited advertising material, such as email spam, is received.

Amendments to this privacy policy

DOO TS BALKAN KFT. can amend this Privacy Policy as needed.

DOO TS BALKAN KFT. keeps the right to change this Privacy Policy when necessary, in order to align and act in accordance with relevant legislation and regulations.

If we implement some changes, we will not explicitly inform our clients or website users. Instead, we recommend you visit this page occasionally to stay informed about the changes to this Policy.

What are cookies?

Cookies do not harm your computer and do not contain any viruses. Cookies help make our website more user-friendly, efficient, and secure. Cookies are small text files that are stored on your computer and saved by your browser.

Most of the cookies we use are so-called 'session cookies. They are automatically deleted after your visit. Other cookies remain in your device's memory until you delete them. These cookies make it possible to recognize your browser when you next visit the site.

You can configure your browser to inform you about the use of cookies so that you can decide on a case-by-case basis whether to accept or reject a cookie. Alternatively, your browser can be configured to automatically accept cookies under certain conditions or always reject them or to automatically delete cookies when closing your browser. Disabling cookies may limit the functionality of this website.

How we use cookies

We use website analytics and performance cookies.

We only use cookies necessary for tracking users' visits to our website and internal pages. This refers to analytical cookies/performance cookies, and the whole process is done anonymously, so we cannot discover the identity of our website user, by any means.

We use cookies to target an audience. These cookies are connected with Facebook Pixel and used for more precise targeting of an audience during Facebook ad placement.

Contact form

Should you send us questions via the contact form, we will collect the data entered in the form, including the contact details you provide, to answer your question and any follow-up questions. We do not share this information without your permission.

We will retain the data you provide in the contact form until you request its deletion, revoke your consent for its storage, or the purpose for its storage no longer pertains (e.g. after fulfilling your request). Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

Google reCAPTCHA

In order to ensure sufficient data security during the transmission of forms, we use the service reCAPTCHA provided by Google. This is mainly used to distinguish whether the input is made by a natural person or created by a machine and processed automatically. In the frame of this service, Google will receive the IP address and possibly other data required. For further information on the privacy policy of Google Inc., please refer to www.google.com/intl/de/policies/privacy/.

How to contact us

If you have other questions or concerns about these privacy and cookies policy, please send us an email at info@suncanoresenje.rs.