

## **GENERAL TERMS AND CONDITION B2B**

### **GENERAL INFORMATION ABOUT THE SERVICE PROVIDER**

**Company name:** AntIng, craft for software programming owner Marko Primožić

**Headquarters:** Lovinčičeva ulica 7, 10000 Zagreb

**PIN:** 36204471817

**Public Register:** City Office for Economy, Environmental Sustainability and Strategic Planning (Zagreb)

**MBO:** 98008196

**Bank account:** HR0523600001102784356 Zagrebačka banka d.d.

**BIC/SWIFT:** ZABAHR2X

**Person authorized to represent:** Marko Primožić, PIN: 36204471817

**Contact phone:** (+385) 99 271-9360

**Web page:** [www.anting.hr](http://www.anting.hr)

**E-mail address:** [marko.primozic@gmail.com](mailto:marko.primozic@gmail.com)

### **TERM MEANING**

**The Client/Business entity** - legal entity, state authority, state administration body, local self-government unit, association and society (sports, cultural, charitable, etc.), represented by a person authorized to represent, and physical a person acting in the field of his economic activities.

**The User** – the person accessing the website of the Service provider, including the Client

The terms used in these General Terms and Conditions and have gender meaning are used neutrally and apply equally to the other genders.

### **GENERAL INFORMATION ABOUT THE SERVICES**

With these General Terms and Conditions AntIng, craft for software programming, Lovinčičeva ulica 7, 10000 Zagreb, owner Marko Primožić, PIN: 36204471817 as a Service provider regulates the business and contractual relations between the Service provider and the business users of the Services (Client) as a service recipient in the field of software programming services and other similar activities that are part of the Service provider services.

The Service provider provides next services:

- Software development
- Software consultation
- Software and computer management

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- Other services related to information technology

The Services are provided under Croatian legal regulations and the Client will be, for each service, provided with detailed and accurate information in an accurate and not misleading way.

The Services are provided with the care of a good businessman and the Service provider will assure that the services are delivered in time.

### **TERMS OF USE**

These General Terms and Conditions are referred to business entities.

These General Terms and Conditions are given to the Client before providing the service and it is considered that the Client agreed to these General terms and conditions when ordering the services.

For the purpose of provision of Services, the Client will provide the Service provider with the information necessary for the order to be executed and/or for the conclusion of the contract.

The Client is obliged to inform the Service provider of any change in status data, name, address, ownership structures, filing a bankruptcy petition, proposals for the opening of bankruptcy proceedings, opening bankruptcy proceedings or liquidation proceedings, and other changes occurred that can make an impact on the services and payments for the services after the services have been ordered. The notification is only valid as a written statement.

The Client agrees that the Service provider may freely transfer the contracted work to the other subcontractors. The Service provider may decide to bypass this rule if the nature of the business requires so. If the Client cancels the services that are provided by the Service provider and for the same services, i.e. for the remaining part of the services hires a Service provider subcontractor, the Client will be obliged to pay the damage to the Services provider in the amount of the agreed service price.

The Client cannot transfer any of its rights or obligations under these General Terms and Conditions to any other company or entity without the Service provider's prior written consent. If the services are delivered by the Service provider and paid in full by the Client this term is not applicable, however, the Client is obliged to inform the Service Provider of the transfer of these rights and obligations. Any new request that follows, after the ordered services have been delivered, will be considered as a new order and will be charged separately.

If the nature of the business requires the Service Provider will comply with Art. 593 of Croatian Law of Obligations.

### **CONTRACTING/ ORDERS**

Orders are made in writing or in another method of communication. Contracts are signed in hand or electronically.

If the Services that are provided are long-lasting, the Client and the Service provider are obliged to sign a business cooperation contract for the provision of Services that can be terminated at any time by the Service provider or by the Client upon a 30-day prior written notice. The Service provider may agree to bypass these rules if the nature of the business requires it.

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The Client is not entitled to terminate contract or services if:

- the Services are fully fulfilled and the Client gave explicit prior consent for service delivery and its confirmation that it is aware of the fact that it will lose the right to terminate the contract if the services are fully fulfilled. It is considered that the Client has given its consent when it ordered the services or when it entered into a service contract or confirmed the order
- the Services are made according to the Client's specification or are adapted to the Client
- and in other legally-established cases

If the Client terminates contract or services against these rules, he will have to pay the damages to the Service provider in the minimum amount of the price that was agreed for those services.

The Service provider and the Client may agree on these and other terms in their mutual contract.

### **A RIGHT TO REFUSE THE CONCLUSION OF A CONTRACT AND/OR TO PROVIDE THE SERVICES**

The Service provider may refuse to sign a contract or provide Services in the following situations:

- If the Client does not pay 2 consecutive invoices
- If the Client uses or wants to use the Services provided for illegal purposes
- If the Client damages the reputation of the Service provider
- In other statutory cases

### **PLACE OF SERVICE, DELIVERY TIME, INTELLECTUAL PROPERTY, CONFIDENTIAL INFORMATION**

The Service provider determines the place, the time, and how the services are performed. If it is necessary, the Client must also be able to provide access to its premises and/or equipment and/or computer/software system and respond to inquiries of the Service provider so that the services can be provided.

When the services are provided according to the Client's technical specifications or the services results being delivered are adapted to the needs of the Client, the Client is obliged to provide these specifications and/or provide unequivocal and clear information about what should the result of the service contain. In case of changes in specifications and/or needs, the Client is obliged to inform the Service provider about the new specifications and/or needs immediately. If the Client does not inform the Service Provider of the desired changes, and the Service Provider delivers the service and the work without knowledge of the changes, the delivery will be considered orderly, and the Client will be obliged to pay the agreed price of the services without the possibility of objecting to the shortcomings. If the Client informs the Service Provider of the new specifications and/or needs, but is delayed in the delivery of those specifications and/or needs, the delivery time of the service shall be extended by the minimum time that has elapsed due to the delay of the Client. The Service Provider may consent to provide the service within the originally agreed deadlines, however in that

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case the Service provider reserves the right to increase the price of the service.

The Service provider undertakes to provide its services within a reasonable and/or agreed timeframe, except in case of a higher power, illness, and other justifiable cases of which the Client will be notified in time.

The Service provider is authorized to make partial delivery of the services unless a special written contract between the Client and the Service provider excludes the partial delivery of the services.

Any information or work in progress, trade secrets, or any other materials related to the business or project of the Service provider, including, without limitation, any and all computer codes (source codes, objects, and executable) and any and all associated algorithms, diagrams, charts, descriptions and other documentation, constitute confidential Information (hereinafter, the Confidential Information). The Client shall not, either during the provision of Services or at any time thereafter, use, copy or disclose to any third party any such Confidential Information, unless such use, copying, or disclosure has been authorized in advance in writing by the Service provider.

The Client undertakes to respect the intellectual property rights of the Service provider. The Service provider is the author of each service product that arises as a result of the services. If the services are performed for the client as “work for hire” (computer program, code, etc.) upon the payment of the services the Service provider will pass all the intellectual property rights to the Client. Anything that is not considered as a work for hire is the intellectual property of the Service Provider and any distribution of the data received is strictly prohibited.

The Client acknowledges that during the time that the services are provided, the Service provider and its personnel may ask for access to Confidential Information and/or information of a proprietary nature to the Client that is necessary for providing the services and the Client agrees to provide said information to the Service provider and its Personnel.

The Service provider and its Personnel undertake to respect the intellectual property rights of the Client.

The Client hereby grants the right to the Service provider to use and display his name and logo („Trademarks “) for promotional means on the respective websites or other promotional material, however, restricted solely in connection with the services provided under this Agreement. This provision also applies after the services have ceased to be provided

All content, trademarks, and data on the Service provider website, including software, databases, text, graphics, icons, hyperlinks, private information, and designs are the property of or licensed to the Service provider, and as such, are protected from infringement by domestic and international legislation and treaties.

Content from the Service provider website, name and logo („Trademarks “) may not be used or exploited for any commercial purposes without Service provider’s prior written consent.

## **PRICES AND PAYMENTS**

The Service provider may charge its service on the basis of billable hours and/or as a fixed fee, depending on the contract with the Client. The price of the Services is formed according to the scope of the Services provided.

The price of the Services does not include the material costs. The Service provider will inform the Client of these

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costs and has the right to charge them separately. The service provider and the Client may also agree otherwise.

Prices are delivered to the Client through an offer, by displaying the price list or other methods, and the prices shown in the price list are subject to change. The price specified in the offer containing all the essential legal elements of the offer is binding for a maximum of 30 days from the date of issuance, or less, depending on the offer.

For the work performed, the Service provider is obliged to invoice the Client. Invoices are printed on a computer. The invoice is issued when the Service is delivered. If there are multiple deliveries of the Services, then the Service provider may charge the Client for each delivery or may invoice the Client at the end of the current month, which is taken as an accounting period by the law of the Republic of Croatia.

The Client is obliged to pay the invoice according to the indicative maturity, in case of late payment the Service provider has all rights to ask for interest in accordance with Art. 29th of the Croatian Law of Obligations, as well as other costs that may appear because of the late payment.

## **LIABILITY, ACTIONS AND COMPLAINS**

By accepting these General Terms and Conditions, the Client accepts that the Service provider provides services to them within its technical and operational capabilities.

The Service provider will inform the Client about any difficulties in the realization of the contracted services.

If due to the Client's action for which it is responsible, there is an unexpected extension of the performance of the services, the Client will not be exempted from its obligation to pay the costs to the Service provider.

The Service provider is not obliged to pay compensation if the level of quality of the services performed is less than the prescribed level of quality of the service due to objective causes that could not have been predicted or avoided or eliminated (higher power) or are conditional on the Client's will or actions.

The Client can file a reasonable complaint about the quality of the services that are provided within 3 working days after the Services are provided or the result of the services are delivered. If the Client does not file a complaint within the specified period, it will be considered that the services are provided and that the results of the services are delivered without any defects.

If the Client has filed a reasonable complaint about the quality of the Service performed, it may request to perform subsequent works to meet the quality criteria, and based on these General Terms and Conditions if it is determined that the quality of the service performed is less than the quality prescribed by the applicable regulations in the Republic of Croatia and these General Terms and Conditions. In that case, the Service provider undertakes to address all deficiencies at its own expense as soon as possible and to inform the Client.

If the Client has a complaint about a specific part of the service provided, it is obliged to pay the amount of the invoice in relation to the undisputed service provided.

The Client is obliged to act on the instructions of the Service Provider regarding the use of the delivered service product. The Service provider shall not be liable for any malfunctions of the delivered results and any damages caused to the Client and/or third parties for improper or unlawful use of the Services and products that are delivered.

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If the Client cancels the order for which the services have already been made, the Client is obliged to compensate for the damage caused.

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The Client is liable for any omissions or damages which may arise from non-compliance with the obligation to provide data on the resulting changes, as well as due to non-compliance with the obligation to provide any other data requested by the Service provider that is necessary for providing the Services.

### **PRIVACY AND COOKIE POLICY**

In accordance with Regulation (Eu) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the Protection of a person With Regard To The Processing Of Personal Data And On The Free Movement Of Such Data, And Repealing Directive 95/46/EC (General Data Protection Regulation) and the current laws of the Republic of Croatia governing the area of personal data protection, the Service provider is committed to affirming the principles of legal, fair and transparent processing of personal data.

The Service provider protect User's personal data, in such a way that it collects only necessary, basic data, about Users that are necessary for the fulfilment of Service provider's obligations. The Service provider regularly informs Users about the usage of collected data, and gives Users the option of choosing the way their personal data will be used. All Users data is safely stored and are available only to employees who needs this data to perform their work. All employees of the Service provider and business partners are responsible for respecting the principles of privacy protection.

The User guarantees that the information he provides is accurate, complete, and up-to-date. By accepting this Privacy and Cookie Policy, the User confirms that he agrees with the use of his personal data for the above-mentioned purposes. All communication related to the order process and conclusion of the sales contract is carried out via e-mail and/or telephone number that the User provides.

In the event of a dispute before the court, the court of actual jurisdiction is in Zagreb, Republic of Croatia, on whose territory the Service providers headquarter is located.

### **Data collection**

Personal data is any data relating to an individual whose identity is known or can be determined. An identifiable individual is a person who can be identified directly or indirectly, especially with the help of identifiers such as a name, personal identification number, location data and network identifier. They can be identified with the help of one or more factors inherent in the physical, physiological, genetic, mental, economic, cultural or social identity of that individual.

The Service provider collects information about the User that allows the Service provider to ensure the smooth operation of its website and to provide the User with the best possible experience on its website and during the time that the services are provided. Generally speaking, the Service provider distinguishes between (a) personal data that the User provides to the Service provider, (b) personal data that the Service provider collects automatically, and (c) personal data that the Service provider receives from another source.

### **Personal data that User gives to the Service provider**

For example, the Service provider collects data that the User provides when he visits the Service provider's website, when he orders one of the services, when the User gives the Service provider service feedback or makes a complaint about a particular service, and in other cases.

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### **Consent**

It is considered that the User has given consent to the collection of his personal data when he has agreed to these General Terms and Conditions. The User can receive the form by which he will give special consent for the collection of personal data.

### **Personal data that the Service provider collects automatically**

There is also Personal Data that the Service provider collects automatically. This is data that the Service provider record when the User uses its websites or when the User uses some of the Service provider's services. Whenever the User uses the Service provider websites or, for example, when the User read one of the Service provider e-mails, certain information (which is not necessarily personal data) is created and automatically collected.

The Service provider collects such data to pursue a legitimate interest, and for these General Terms and Conditions, the Service provider considers them to be Personal Data that he collects automatically.

### **Cookies**

To improve the quality and constantly improve the User experience, the website [www.anting.hr](http://www.anting.hr) saves small text files called cookies on a User's computer or other electronic devices when the User visits it. Examples of information about the use of the site include the most visited and most viewed pages and links on the Service provider website, the number of completed forms, time spent on the page, the most popular keywords that lead users to the Service providers site, IP address, data of the device from which User access the site such as hardware settings, system activities, browser types, etc.

The Directive of the European Union dated May 26, 2012, obliges website owners to request user's consent before storing cookies. By clicking on the "I agree" button, the User gives its consent to the use of cookies. By clicking on the "See more about cookies" button, the User can view the Privacy and Cookie Policy.

The Service provider uses cookies to be able to make further improvements to this site, to improve Users browsing experience on his site and to make Users experience as positive as possible. The Service provider will not use cookies together with Users personal data without Users prior consent. The Service providers data processing is based on the legal provisions of valid positive regulations.

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Cookies are small text files placed on Users device to store data, which can be recalled by the web server in the domain that placed the "Cookie". The Service provider uses cookies for enabling online advertising, fighting fraud, analyzing the performance of its services and for other legitimate purposes. The Service provider may also use web trackers to deliver cookies and collect usage and performance data. The Service provider websites may include web companions, cookies, or similar technology from third-party service providers.

If the User wishes to, he can block cookies and continue browsing the site, which may lead to the fact that some functions of the website can no longer be fully used. Under no circumstances will the people behind the data be identified or personal data be collected, following the Data Protection Regulation.

To order service on the Service provider website, the User should enable the use of cookies. If the User do not enable cookies, he will still be able to use our pages, but certain functionalities may be disabled. Most web browsers enable the use of cookies in their settings, but the User can change these settings in the settings of his web browser (on a computer, tablet, or other mobile devices).

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Cookies cannot damage the User's device. The Service provider never stores personal information, such as the User's debit/credit card information, in cookies, but the Service provider does use the encrypted and anonymized information it collects from cookies to improve its website - for example, to detect and fix errors that sometimes occur on websites.

Cookies are not computer programs; they cannot read other information stored on the Users device. They cannot be used to transmit computer viruses or to obtain User data such as e-mail addresses, etc. The Service provider may have an agreement with carefully selected and monitored suppliers who, in a small number of cases, may set cookies during the Users visit to the Service provider website, and use the same for re-marketing purposes - that is, to show the Users services based on the Users assumed interests and preferential selections. Please be sure to take into account that the Service provider is not and cannot be responsible for the content of websites that are not his or that the Service provider does not control. The Service provider cookies do not contain personal information, such as the User's first or last name, or payment information. If the User wants to limit, block or delete cookies from any website under the control of the Service provider, the User can do so in his web browser settings. Every web browser is different, so the Service provider suggests User looks for such options in the 'Help' section of his web browser. The User must be aware that by doing so, he may cause certain functionalities of the Service provider website to not work. If the User needs more information about cookies, he can visit [All About Cookies | Online Privacy and Digital Security](#).

#### Re-marketing

When the User visits the Service provider website, cookies are used to generate data that Google collects and processes. User can prevent this by downloading and installing the [Google Analytics Opt-out Browser Add-on Download Page](#)

The User can find more information about the processing of user data by [Safeguarding your data - Analytics Help \(google.com\)](#)

There are currently several websites that can be used to disable the storage of cookies for different services. The User can get more information at the following links:

[All About Cookies | Online Privacy and Digital Security](#)

[Your Online Choices | EDAA](#)

[YourAdChoices.com | Welcome to YourAdChoices.com](#)

#### Personal data received from another source

Finally, it is possible for the Service provider to receive personal data about the User from another source. For example, the Service provider can receive information about the User via 'social networks', and then the Service provider will use them exclusively to achieve some legitimate interest, and for the purposes of this General Terms and conditions the Service provider consider them as Personal data that he receives from another source.

#### Data processing

The Service provider uses the obtained User data for one or more of the following purposes:

- To personalize the user experience (collected information helps the Services provider better respond to the individual needs)
- To improve website of the Service provider
- To establish the primary channel of communication
- To send occasional emails (concerning occasional news, updates, information about services, etc.)



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### **Sharing information about the Users**

Only when it is necessary, the Service provider will share the Users personal data with the following categories of recipients:

- Associates of the Service provider and related companies
- Third parties who have information about User's finances, such as financial or credit institutions
- Public-legal bodies, when, acting in good faith, the Service provider has reason to believe that this is necessary to comply with a legal obligation
- Other service providers who provide a specific service on the behalf of the Service provider, or possibly third-party IT service providers with whom the Service provider has entered into appropriate contracts for the processing of personal data (or there are other appropriate mechanisms).

### **Other websites**

The Service provider's website may contain links to other websites. These General Terms and Conditions apply only to websites managed by the Service provider, so when the User clicks on a link that takes him to other websites, he should read their rules and privacy policies.

### **Data protection**

To protect the personal data, the Service provider receives through the website, the Service provider uses physical, technical, and organizational security measures. The Services provider is constantly upgrading and testing its security technology. The Services provider limits access to personal information to only those employees who need to know that information to provide benefits or services.

In addition, the Service provider educates his employees about the importance of data confidentiality and the preservation of privacy, and the protection of the User's data.

Personal data that is exchanged between the User and the Service provider through the Service provider's website is transmitted using the most modern connections. All used IT systems are protected against unauthorized access to security systems, and employees are obliged to keep data confidential. However, the Service provider has no effect on the transmission of data over the Internet and therefore cannot exclude misuse of third-party access.

### **Individual rights**

If the User wants to know whether the Services provider own and process Users personal data, or if the User wants to access his personal data, User can contact the Service provider at: [marko.primozic@gmail.com](mailto:marko.primozic@gmail.com).

The User may also demand the following information: the purpose of data processing, categories of personal data under processing, who else outside of the Service provider company has received personal data from the Service provider, who is the source of the personal data (if not directly provided to the Service provider) and how long the Service provider will keep the data. The User has the right to correct the personal data that the Service provider has if it is incorrect. User can also, with certain exceptions, request that the Service provider deletes the data or stop processing it. The User may ask the Service provider to stop using personal data for direct marketing purposes.

If it is technically feasible, the Service provider will, based on the request, send personal data to the User or transfer them directly to another data controller.

If the User submits a request to [marko.primozic@gmail.com](mailto:marko.primozic@gmail.com) for sending the Users his personal data, the Service provider will comply with that request within a reasonable period of 14 working days. If the Service provider

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cannot comply with the request within a reasonable time, the Service provider will inform the User of the date when the Service provider will comply with the request. If for some reason the Service provider cannot fulfil that request, the Service provider will send an explanation of why he did not fulfil the Users request.

**Based on the General Data Protection Regulation, User has the following rights:**

#### **The right to object**

This right allows the User to object to the processing of the Users personal data, in those cases where the Service provider process the Users personal data on one of the following legal bases:

- because the processing of personal data is in our legitimate interest
- to fulfill a contractual obligation
- for scientific, research, marketing, or statistical purposes

In these circumstances, the processing of the Users personal data based on legitimate interest will most often be applied. If the Service provider is unable to demonstrate that it has a convincing and legitimate basis for processing the users' personal data, which goes beyond the Users rights and interests, the Service provider will stop processing the Users personal data.

#### **The right to withdraw consent**

In cases where the Service provider has to obtained the Users consent for certain actions, the User is entitled to withdraw the given consent at any time and the Service provider will stop using the Users personal data for this purpose unless the Service provider believes that there is an alternative legal basis that would justify the further processing of the Users personal data for this purpose, in which case the Service provider will inform the User about it.

#### **The right of access**

The User can also request information about the purpose of the data processing, the categories of personal data being processed, who else outside of the Service provider company has received personal data from the Service provider, and what is the source of the personal data (if the User has not provided it directly to the Service provider) and how long the Service provider will keep the data.

If it is technically feasible, the Service provider will send the User personal data based on his request or transfer them directly to another data controller.

At any time, the User is authorised to ask us for a copy of the information the Service provider has about the User, as well as to ask the Service provider to modify, update or delete this information. The Service provider may ask the User for additional information about the Users request. If the Service provider provide the User with access to the data the Service provider holds about the User, the Service provider will do so free of charge, unless the processing of the request is manifestly unfounded or excessive. In case the User request additional copies of this data from the Service provider, a proportionate administrative fee may be charged. The Users request may be denied in cases where this is legally permitted.

#### **The right to deletion**

In certain circumstances, the User is authorized to request that the Service provider "deletes" the User's personal data. For example, the User has this right in the following cases:

- The Service provider no longer needs the Users data for the purpose for which it was initially collected
- The User has withdrawn the consent he gave to the Service provider to process the Users personal data

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and there is no other legal basis for the Service provider to continue processing the Users personal data (in cases where the legal basis for processing personal data is Consent)

- Data was processed without a valid legal basis
- Deletion of data is necessary to comply with the Service provider's legal obligations
- The User has objected to the processing of personal data, and the Service provider is unable to prove the existence of a legitimate legal basis that exceeds the User's rights and interests, based on which the Service provider would be authorized to continue processing the Users personal data

The Service provider is authorized to reject the Users request for data deletion only in a limited number of cases, and in such cases, the Service provider will explain the reasons for the rejection in detail.

### **Right to restrict processing**

In certain circumstances, the User has the right to request that the Service Provider restrict the processing of his personal data, for example, if the User disputes the accuracy of the personal data held by the Service Provider about the User or if the User objects to the processing of his personal data based on the legitimate interest of the Service Provider.

### **The right to rectification**

The User has the right to correct the personal data that the Service provider holds if it is incorrect.

The User has the right to request the correction of any inaccurate or incomplete information we have about you. If the Service provider has shared the Users data with third parties, the Service provider will notify them of the correction, unless this is not possible or would cause disproportionate difficulties. The User is also authorized to request information about third parties to whom the Service provider has provided incorrect or incomplete personal information. If the Service provider considers that it is not reasonably possible to act on the Users request, the Service provider will inform the User about this and the Service provider will explain the reasons for such a decision.

### **The right to transfer**

If the User wishes, the User is authorized to request the transfer of its personal data to another data controller. This right actually means that it is possible to request that the Users personal data be transferred to a third party. In order to enable the User to do this, the Service provider will transfer the Users data to the User in the usual, machine-readable form so that the User can transfer its personal data to a third party.

### **Period of storage of the Users personal data**

Following the Users rights as a data subject, the Service provider will store the data in accordance with the relevant regulations, whereby the storage periods may depend on the fulfilment of some of the Service provider obligations based on a certain regulation. In any case, when it is determined that the Service provider no longer needs the Users data and that the legal deadlines for keeping such records and data have passed, the Service provider will delete the Users personal data.

### **Contact**

If the User wishes to exercise one of the aforementioned rights or withdraw his consent for the processing of his personal data (in cases where consent is the legal basis for the processing of the User's personal data), the User can contact the Service provider at any time in the following way:

AntIng, craft for software programming owner Marko Primožić

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Headquarter address: Lovinčičeva ulica 7, 10000 Zagreb

E-mail: marko.primozic@gmail.com

Contact phone: (+385) 99 271-9360

### **Notification of personal data breach**

In the event of a personal data breach, the Service provider will notify those whose data is at risk and the competent supervisory authority by e-mail within 72 hours about the extent of the breach, the data covered, the possible impact on the Service provider's services, and the Service provider planned measures to secure data and limit any adverse effects by individuals.

### **Changes to privacy policy**

The Service provider reserves the right to change this Privacy and Cookie Policy in accordance with changes in legal provisions, business policies of the Service provider company, or other circumstances that affect the area of data protection. In case of changes, the Service provider will inform the User about it on the website and update the date of modification of the Privacy and Cookie Policy.

The Service provider regularly reviews this Privacy and Cookie Policy and, if necessary, supplement them with additional information because the Service provider cares about the Users privacy.

### **The right to complain to the competent authority**

At any time, the User can send a complaint to the supervisory authority regarding the collection and processing of personal data. In the Republic of Croatia, the User can file a complaint to

Agency for the Protection of Personal Data (AZOP)

Selska cesta 136, 10 000 Zagreb, Croatia

Tel. 00385 (0)1 4609-000, Fax. 00385 (0)1 4609-099

E-mail: azop@azop.hr, Web: www.azop.hr

## **OTHER**

The Service provider reserves the right to change these General Terms and Conditions in accordance with changes in legal provisions, business policies of the Service provider, or other circumstances that may have an affect on how the services are provided. In case of such changes, the Service provider will inform the Client about it on the website and update the date of modification of these General Terms and Conditions.

For anything that is not governed by these general terms and conditions or contract with the Client, the relevant Croatian legal regulations will be in force.

Zagreb, Republic of Croatia, August 23th 2022.