

## Website privacy policy

This privacy policy talks about the data we collect from you when you use our websites. By collecting this information, we act as a data controller and we are required by law to provide you with information about us, why and how we use your data and the rights you have in relation to your data.

### Who are we?

The Special Hospital for thyroid gland and metabolism diseases “Zlatibor”. Our address is Dr Dragoslava Zeke Smiljanica 33, 31315 Zlatibor. You can contact us at the mentioned address, or by e-mail: [office@cigota.rs](mailto:office@cigota.rs) or by phone +38131841180.

The contact details of our data protection officer are:

#### Marina Rankovic, jurist

- **Address:** Dr Dragoslava Zeke Smiljanica 33, 31315 Zlatibor, **phone number:** 031841180
- **E-mail:** [pravnasluzba@cigota.rs](mailto:pravnasluzba@cigota.rs), [office@cigota.rs](mailto:office@cigota.rs)
- **Phone number:** +38131597238, +381648890130

### What is personal data?

Personal data is information about an individual that can be identified in accordance with the applicable law, such as name and surname, e-mail address, telephone number, Unique Master Citizen Number, medical documentation...

## **How do we use your data?**

### **Data we collect from you**

You can visit our site without telling us who you are or reveal any information about yourself. Our web server collects domain names to the e-mail addresses of visitors. In addition, there are parts of this website where we may need your personal data for a specific purpose, such as providing you with some information you need and in case you need to identify yourself through the contact form Question to the doctor:

<https://cigota.rs/forma/pitanje-lekaru> where we only collect e-mail addresses, so the doctor can answer your questions.

We do this through online forms and you send us your details by e-mail each time. The data we collect from you may include name and e-mail address. You are not obliged to send us any additional information. If you send us information about yourself that may contain your personal data that we don't want or don't plan to collect (such as your work place if you contact us by the official e-mail address) we will delete that information.

### **When you use our website**

<http://www.cigota.rs/>

When you submit an inquiry to our website

The IP address data we collect is not used for your personal identification, but is collected to determine the number of visits, the average time spent on the website, the pages viewed, etc. We use this data to evaluate the use of our website and to improve its content.

IP addresses are not used for data processing and we store them currently.

When we collect your other personal information, with your consent, such as name, surname, e-mail address, we inform you how we will use that personal information. Personal data that you send us, or that we collect, may be also used for the following purposes:

- Answering your inquiries or processing your requests relating to you data
- Providing and personalizing our services

When you use our website

<http://www.cigota.rs/>

### **Your rights as a data subject**

In accordance with the law, you can ask us what your personal data we have, you can also ask us to correct it if it is incorrect. If we have requested your consent to the processing of your personal data, you can withdraw it at any time.

If we process your personal data on the basis of consent or contract, you can ask us to provide you with a copy of the data in a readable format so that you can transfer it to another provider.

If we process your personal data on the basis of consent or legitimate interest, you may request the deletion of your data.

You have the right to ask us to stop using your data for a while if you think that we don't do it legally.

Finally, in some circumstances you may ask us not to make decisions that affect you using automated processing or profiling.

To submit a request regarding your personal data, fill in the Data Subject Request form ( <http://cigota.rs/en/dok/data-subject-request> ) and send it by e-mail or by mail. Please use previously mentioned contact details from the section “Who are we” in these rules.

### **You right of appeal**

If you have a complaint regarding the use of your information, we would like you to contact us directly first, so that we can resolve your complaint. You can also contact the Information Commissioner’s Office on the website [www.poverenik.rs](http://www.poverenik.rs) or on the following address:

Poverenik za informacije od javnog znacaja i zastitu podataka o licnosti  
ul. Bulevar kralja Aleksandra br:15, 11120, Beograd, phone number:  
+381113408900, fax: +381113343379, e-mail: [office@poverenik.rs](mailto:office@poverenik.rs),  
working time: 07:30 – 15:30.

### **When you use our website [www.cigota.rs](http://www.cigota.rs)**

We do not use Cookies that are necessary for the functioning of this website and Cookies that are not strictly necessary, as well as Cookies of various third parties.

### **When you submit an inquiry through our website**

When you send an inquiry through our website we ask you for your name and an e-mail address

We use this data to respond to your inquiry and to provide all requested information about our services. We can also send you an e-mail several times after your inquiry to keep track of your interests. We will

do this based on our legitimate interest in providing accurate pre-sale information.

Your inquiry is kept and processed exclusively for the needs of The Special Hospital for thyroid gland and metabolism diseases “Zlatibor”.

We do not use the information you provide to make automated decisions that could affect you.

We keep e-mail with inquiries for at least two years, after which they are safely archived and kept for at least seven years when we delete them.

### **Information disclosure**

The information you send us will be stored in the e-mail and will be accessible or may be forwarded to our staff or third parties, such as State authorities and Law enforcement agencies.

We reserve the right to disclose your personal data when required to do so by law, or when we believe that disclosure of information is necessary to protect our rights and comply with a court proceeding, court order, request from a competent institutions, or any mandatory legal process.

Unless required by law, we will not otherwise share, sell or distribute any information you send us without your consent.

### **16 years of age users and younger**

If you are 16 years old or younger, obtain parental or guardian permission before sending us any personal information. Users who do

not have the mentioned consent are not allowed to send us their personal information.

### **Other websites**

Our website may contain links to other websites that are beyond our control and are not covered by this Privacy Notice and Cookies. If you access other websites using the links provided, the operators of those websites will be able to collect information from you that they will use in accordance with their privacy policy which may differ from ours. We recommend you to read the privacy and cookies notices, and terms, and conditions of any websites you access through links, references and interfaces.

### **Data security and retention**

We take strict physical, electronic and administrative security measures to protect your information from unauthorized access, as well as from unlawful processing, accidental loss, destruction, or damage, both online and offline. We will retain your data for a reasonable period of time, or as required by law.

### **Updating the Privacy Policy**

We regularly review and, if necessary, update this Privacy Policy from time to time. If we want to use your personal information in a way that we have not previously identified, we will contact you to provide you with information about it and, if necessary, ask for your consent.

We will update the version number and date of this document each time it changes and notify you.