

# Privacy Policy

Last updated: 08.06.2026

1. The website [www.tavex.rs](http://www.tavex.rs) (the Site) is registered in the name of and is managed and maintained by the company "Tavex Zlato&Srebro d.o.o.", a single-member limited liability company, with registered office, management address and correspondence address: Serbia, Belgrade, Milentija Popovica 9, Sava Center business section, contact number +381 62 888 6666, entered in the Register of Administrative Procedures, company registration number 21715301, jointly and severally represented by Magardich Harutyun Baklayan, Georgi Rosenov Hristov and Kuno Reek - Directors (Tavex, the Company or We).

2. This document entitled "Privacy Policy for clients and other users of the website [www.tavex.rs](http://www.tavex.rs)" (the Rules) regulates the processing of personal data provided by users of the Site in connection with all services available on and through it, and establishes: the principles observed by Tavex when processing personal data; the groups of persons for whom such data are processed; the categories of personal data processed; the legal basis for such processing; the rights of individuals in relation to their personal data, including: the right to request from Tavex access to, rectification or erasure of their personal data or restriction of the processing of personal data, the right to object to processing, the right to data portability and the right to lodge a complaint with the competent authority; the period for which personal data will be stored, and where this is not possible - the criteria used to determine that period; the Cookies used by the Site; the categories of third parties to whom Tavex may provide personal data and amendments to these Rules.

3. These Rules set out the principles and obligations that the Company will follow during the processing of personal data that it collects for users of the Site or that users provide to Tavex in connection with sales and the use of other services available on the Site and through it.

4. Before using the Site, please read these Rules carefully. If you do not want us to process your personal data in the manner described, please do not provide them to us. Providing your personal data is voluntary in order to use certain services on the Site (including the Tavex e-shop), access services or certain parts/segments/modules, and your refusal to provide personal data would lead to a technical and/or legal impossibility for us to provide you with the relevant services, access to the Site or certain parts/segments/modules. Please note that in certain cases your consent to the processing of personal data is not required if Tavex has another legal basis, such as compliance with legal obligations in connection with the requirements of the Law on Prevention of Money Laundering and the regulations for its application.

5. These Rules do not affect, limit or deprive users of the Site of rights arising from Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals 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 - GDPR), the Law on Personal Data Protection (PDPA), the Law on Electronic Communications, the Law on Electronic Commerce and other applicable European and national laws in the field of consumer protection in the provision of remote financial services and personal data protection.

## 6. Contacts

### **(1) The offices of Tavex in Serbia are located at the following addresses:**

Serbia, Belgrade, Bulevar Mihajla Pupina 6, Usce Tower I, 15th floor, side B.

(2) Current information about the working hours of our offices can be found on the Site.

(3) If you have any questions regarding your personal data, you may contact our data protection officer at [tavex@tavex.rs](mailto:tavex@tavex.rs) or by telephone: +381 62 888 6666.

7. Definitions. Unless otherwise provided in these Rules, the following words and expressions have the following meanings:

(1) "Items", "Products" or "Goods" are products available for purchase through the Site.

(2) "Website" is the website [www.tavex.rs](http://www.tavex.rs). The Site is registered in the name of and is managed and maintained by Tavex.

(3) "Client" is a user of the Site who orders items. A Client may only be a legally capable natural person of at least 18 (eighteen) years of age or a legal entity.

(4) "E-shop" is a specific page of the Site on which clients may view items and place orders.

(5) "Personal data" means any information relating to: (a) an identified individual; or (b) an individual who can be identified directly or indirectly by name, personal identification number, location data, online identifier, e-mail address, fax, telephone number, contact details, characteristics specific to his or her physical, physiological, genetic, mental, intellectual, economic, cultural or social identity, etc.

(6) "Processing of personal data" means any operation or set of operations performed on personal data or a set of personal data by automated or non-automated means such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, comparison, combination, restriction, erasure or destruction and disclosure by transmission, distribution or otherwise making the data available.

Data about our data protection officer

Responsibility for the processing of personal data in respect of the data protection officer is borne by Sarkis Topakbashyan ([www.tavex.rs](http://www.tavex.rs)).

General information about Tavex

(1) The main activity of Tavex includes currency exchange and work with precious metals and stones, as well as products closely related to them, payment and universal postal services.

(2) The Company is registered under a VAT number.

#### **8. Tavex observes the following principles when processing your personal data:**

(i) Lawfulness, fairness and transparency;

(ii) Limitation of the purpose of processing;

(iii) Relevance of the purpose of processing and minimisation of the data collected;

(iv) Accuracy and up-to-dateness of the data;

(v) Limitation of data storage with a view to achieving the purposes;

(vi) Integrity and confidentiality of processing and ensuring an appropriate level of security of personal data;

(vii) Accountability.

9. As a controller of personal data, Tavex fulfils all requirements governing the protection of personal data by collecting only data of individuals to the extent necessary and by storing them in a responsible and lawful manner. Tavex maintains internal order as a controller of personal data by applying technical and organisational measures in relation to its staff, premises, software, hardware, networks, encryption, control, reporting, monitoring, vulnerability checks and more. We have provided comprehensive and reliable physical, personal, documentary and cryptographic protection of the personal data we process against unauthorised or accidental access, loss, alteration, disclosure or destruction, taking into account the risks. The data you have entrusted to us will not be provided to unauthorised third parties and will be treated in accordance with the Data Protection Law. Authorised employees of Tavex are exclusively persons authorised to have access to the collected data and persons in charge of processing with whom the relationship is regulated in accordance with the Data Protection Law. All Tavex employees are committed to maintaining the confidentiality of the personal data to which they have access.

#### **2. GROUPS OF PERSONS FOR WHOM PERSONAL DATA ARE PROCESSED, CATEGORIES OF PERSONAL DATA PROCESSED BY TAVEX AND CONDITIONS FOR THEIR STORAGE**

(1) In connection with the services available on the Site and through it, Tavex may collect and process your personal data if you belong to one of the following categories:

(i) Individuals - users of the Site with or without registration, who have visited the Site without ordering;

(ii) Individuals who have ordered through the Site with or without registration;

(iii) Representatives, agents or employees of legal entities on whose behalf an order has been placed through the Site;

(iv) Individuals who have contacted Tavex by telephone, post or e-mail on any matter related to the services available on the Site, these Rules, technical problems, etc., and in rare cases individuals to whom information contained in such correspondence is addressed.

(2) When you add personal data of another individual who is not you on the Site, or when you transfer such data to an employee at Tavex, you declare that you have the necessary authorisation and consent of that person, and that you have previously informed and acquainted that person with these Rules.

**(1) We collect and process the following personal data relating to you:**

(i) Information that you provide or update by completing registration forms/fields/other forms or publishing content on the Site (name, JMBG, permanent address, delivery address, date of birth, telephone and/or fax number, e-mail address), information related to executed and due payments, such as bank details, bank account (IBAN) and credit card, preferred method of communication, invoice data, order history, information about location settings and notifications, etc. This includes information entered when registering to use the Site, subscribing to our service, purchasing goods through the Tavex e-shop, publishing materials or requests for new services, as well as publicly available information that we receive, including but not limited to cases where you link your account on the Site with your Facebook profile or with your account on another social network/third-party application, if such technical possibility is available on the Site;

(ii) Information (depending on the issue and legal requirements) that you provide when you report a problem on the Site, report another user of the Site or contact us for any other reason. If you contact us, we may keep a record of the correspondence, as well as the result of the processing of the information, in order to resolve the problem;

(iii) Data on the activities and browsing patterns of our users which may include the following: details of visits to the Site, including, but not limited to, the date and time of access to the Site, pages viewed, IP address, hardware and software used, data traffic, location data, blog and other communication data and resources used; for example, date, time and IP address of login to the Site and compliance with these Rules;

(iv) If you access the Site via a mobile device, we may process information about your location, as well as information about that device, such as the identification number and type of your device, in order to provide greater added value of the services. If you do not want us to receive data about your location, you may disable the relevant device functions that enable tracking, if the device offers such a function;

(v) Only in cases where current laws require it, in addition to the data from the previous points, we may collect and process more extensive personal data about you, including, but not limited to: official personal identification data, number or other unique identifier contained in an official personal document that has not expired and which contains your photograph; for example a unique identification number, unique number of a foreign citizen, personal number from a personal document issued by a competent office of the European Union or a third country; passport data - series, number, date, place and issuing authority, as well as the expiry date of the document; country of residence and address; your participation and/or ownership of shares or securities in companies (if applicable); information on the origin of funds that you use to carry out the relevant transaction and on the purpose and nature of your participation in the business relationship you enter into through the Tavex e-shop; any citizenship that you have; your marital status; data about your professional and work activity - profession, place of work (employer); information on whether you hold a high political position within the meaning of the Law on Prevention of Money Laundering; your signature; additional documents, data or information that our legislation requires us to collect and which may vary depending on the case.

(4) When managing and maintaining the website [www.tavex.rs](http://www.tavex.rs), Tavex does not knowingly collect and process:

(i) Personal data of persons under 18 years of age and personal data of legally incapable persons, since the services available on and through the website are not intended for such persons;

(ii) Special categories of (sensitive) personal data revealing racial or ethnic origin, political, religious or philosophical beliefs, trade union membership or genetic, biometric data, data concerning health, sex life, sexual orientation, convictions or offences of users of the website.

If we discover that we have collected such personal data, we will take appropriate measures to delete and destroy them as soon as possible.

(5) Tavex does not make decisions based solely on automated processing of personal data, including profiling and initiating legal consequences or similarly significantly affecting users of the Site, unless there are grounds in the law for

the protection of personal data. Appropriate measures are hereby ensured to protect the rights, freedoms and legitimate interests of users of the website.

(6) We store your personal data only to the extent necessary for the specific purposes of data processing in order to provide you with the services available on the Site, to ensure their security and reliability, and to meet your needs in accordance with our legal or regulatory obligations, so that we can manage our rights (for example, the possibility of bringing a claim), or for tax and accounting purposes. When we no longer need your personal data and have no legal basis to continue processing them, we make sure to delete them from our system and destroy them without any delay, or to make them anonymous so that they are no longer associated with you. If it is necessary to extend the period of storage of your personal data in order to fulfil certain predetermined purposes of processing, due to the performance of a contract for the provision of remote financial services, due to the legitimate interests of Tavex or for any other reason, you will be informed in advance.

(7) The data you provide are stored for as long as is necessary to fulfil the specific purpose for which you provided them or to comply with statutory provisions. As a rule, we stop using your personal data for purposes related to the contractual relationship (execution of your order) after termination of the contract (execution of your order), but we do not delete them before the expiry of one year from the termination of the contract relating to your order or until the final settlement of all financial obligations and the expiry of statutory obligations for data storage, and only to the extent necessary for the specific purposes of data processing.

### **3. INTERACTIVE THIRD-PARTY APPLICATIONS**

At the discretion of the Company, the Site may include applications offered by other providers, such as Facebook, Twitter and others. If you have an account on a social network, you may be offered a "like" function, sharing function or similar, where the application provider may link the information it collects about you with your account on the application. In this way, information on your profile on the Site may be available to the provider of the relevant application, other users and your friends in the relevant application. In such case, we collect your user name on these social networks and IP address, but we do not have access to your accounts and passwords and we will not share your personal data with the providers of these social networks.

### **4. PURPOSES AND LEGAL BASES FOR PROCESSING PERSONAL DATA**

#### **(1) The Company may process personal data for the following purposes:**

- (i) Creating your profile on the Site;
- (ii) Providing access to the Site or its parts/segments/modules and the possibility of using available services and functions (or part of them);
- (iii) Individualisation of the contracting party for the provision of the relevant service and ensuring its performance;
- (iv) Establishing contact with you in relation to the items you ordered through the Tavex e-shop;
- (v) Processing your order, for example, in order to inform you about the status of your order and the delivery time; to respond to potential requests related to the order, e.g. potential questions about the composition of the products, etc.;
- (vi) To enable you to submit complaints and refunds in the e-shop;
- (vii) For communication with you in connection with a report you have submitted against another user of the Site, in connection with a difficulty on the Site that you have reported or if you have contacted us for any other reason (for example, to request additional information about a service available through the Site);
- (viii) Personalisation of your visit to the Site, which provides you with the possibility to obtain as much as possible from the services offered through it;
- (ix) Also, we may use the information we collect about you to inform you of changes in the functionality of the Site or to provide you with other information related to its use. Tavex may provide you with information, products, services, news, newsletters and special offers that we think may interest you, as well as respond to your enquiries. You may request cessation of the use of your personal data for such purposes, in accordance with the section "Your rights" below; we will use your data for such purposes until you withdraw your consent. You may withdraw consent at any time so that the process is effective in the future.
- (x) For the fulfilment of normatively established obligations of Tavex (for example complex customer due diligence and other obligations arising from the Law on Prevention of Money Laundering, Tax Law, etc.);

(xi) Financial and accounting activity;

(xii) If you have given us your explicit consent for the purposes of direct marketing and advertising of Tavex products and services, you may receive our messages by ordinary mail, e-mail or telephone (depending on the data you have provided). You have the right to withdraw consent for the processing of your personal data for direct marketing purposes, as specified in section 6;

(xii) Sometimes the Site may contain links or references (hyperlinks) to other sites. We do not manage linked sites and we do not approve their content, services and products. We advise you to use linked sites carefully because of their content and terms of use. If you move to another site via a link from our Site, we may receive aggregate or otherwise anonymous statistical information about your presence on those sites. Tavex is not responsible for the privacy policies or content of those sites and we advise you to review their privacy policies.

(2) Depending on the purpose for which the data are used, the legal basis for processing your personal data may be one of the following:

(i) Your consent to the processing of your personal data for one or more specific, clearly stated purposes among those mentioned; in that case, your personal data will be processed within the scope and under the conditions stated in the relevant consent.

(ii) The need to perform a contract to which you are a party or to take measures at your request before concluding such a contract, including the necessary processing of personal data for registration, creation of an account and activities for the provision of services available on the Site and through it. In addition, these purposes include communication with you, including e-mail, which is necessary for the provision of these services and/or notification of their changes.

(iii) If during a commercial transaction for the provision of products or services we have received data through which you can be contacted electronically, we will use these data to send messages for marketing and advertising of our own similar products or services, and you have the opportunity free of charge and in an easy manner:

1. To express disagreement at the time of concluding the transaction;

2. To express disagreement with future receipt of such messages, where this was not done at the time of concluding the transaction.

(iv) The need to comply with a legal obligation applicable to Tavex. Due to the specific field of activity of Tavex, regulations often oblige us to request more detailed personal data about our clients. These data are necessary for Tavex and regulatory authorities in order to ensure the security of your funds and provide you with services in accordance with applicable law.

(v) The need to protect and pursue the legitimate interests of Tavex or a third-party provider (service provider), unless those interests are overridden by your interests or fundamental rights and freedoms, especially if you are a minor. These legitimate interests may include ensuring the proper functioning and use of the Site by you and other users, maintenance and administration of the services available on the Site and through it, resolving disputes, identifying and preventing malicious activities, detecting and resolving technical problems or problems related to functionality, development and improvement of the services available on the Site and through it, communication with you, including electronically, on important matters related to these services, receipt and processing of reports received from you or requests for additional information, exercising and protecting the rights and legitimate interests of Tavex, including through court proceedings, and assistance in exercising and protecting the rights and legitimate interests of other users of the Site or affected third parties.

## **5. YOUR RIGHTS**

In connection with the processing of your personal data, you have the following rights, which you may exercise by sending a written request to the address of Tavex specified in the section "Introduction" or to the e-mail: [tavex@tavex.rs](mailto:tavex@tavex.rs). The request should be in free text, and if necessary, our Data Protection Officer (contact details above) will provide you with full assistance in formulating it. Tavex is committed to fulfilling your requests regarding your personal data in a timely manner. Any request, enquiry or any other correspondence related to personal data protection will be answered within one month, and if it is necessary to extend the specified period, you will be informed of this and of the reasons for the delay. In order to avoid abuse, we reserve the right to request additional data and actions on your part in order to establish the identity of the applicant and the data subject, such as presentation of an identity card or entering your login data to the profile of the data subject in front of an employee of Tavex.

(1) The right to request access to your personal data, and in particular to request that you receive from the Company:

- (i) Confirmation of the processing of your personal data;
- (ii) Information on the purposes of processing, categories of personal data, recipient or categories of recipients to whom your personal data have been disclosed;
- (iii) A message in an understandable form containing your personal data, as well as all available information about their source;
- (iv) Information about the logic of any automated processing of your personal data.

Providing access to your personal data is free of charge, but Tavex reserves the right to apply a reasonable fee or refuse to act in the case of manifestly unfounded or excessive requests, particularly due to their repetitive character.

(2) The right to request from the Company the erasure, rectification or blocking of your personal data whose processing does not meet the requirements of the LPPD, as well as to request from the Company that it notify third parties to whom your personal data have been disclosed of any erasure, rectification or blocking, except where this is impossible or involves excessive effort. You may correct or complete certain inaccurate or incomplete personal data directly through your account on the website.

(3) The right to request that Tavex erase your personal data without unnecessary delay (the so-called "right to be forgotten") if any of the following reasons exists (*exempli causa*):

- (i) Personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- (ii) Where you object to processing - in cases where the processing of your personal data is necessary for the legitimate interests of Tavex or a third-party provider or your personal data are processed for the purpose of direct marketing, and there are no legal grounds for processing that prevail;
- (iii) Where the processing was unlawful;
- (iv) Where your personal data must be erased in order to comply with a legal obligation under European Union law or the law of a Member State applicable to Tavex;
- (v) Where you have withdrawn your consent on which the data processing is based and there is no other legal basis for processing;
- (vi) Where your personal data were collected in connection with the provision of information society services.

In such cases, Tavex may refuse to erase your personal data for the following reasons:

- (A) to exercise the right to freedom of expression and the right to information;
- (B) to comply with a legal obligation requiring processing provided for by European Union law or the law of a Member State applicable to Tavex, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in Tavex;
- (C) for reasons of public interest in the field of public health;
- (D) for archiving purposes in the public interest, for scientific or historical research or for statistical purposes;
- (E) for the establishment, exercise or defence of legal claims.

Tavex does not erase data for which it has a legal obligation of storage, including protection in connection with court claims against the company or proof of its rights.

(4) The right to request from Tavex restriction of the processing of your personal data where one of the following assumptions is present:

- (i) You contest the accuracy of the personal data for a period enabling Tavex to verify the accuracy of the personal data;
- (ii) The processing is unlawful, but you do not want your personal data to be erased, only that their use be restricted;
- (iii) Tavex no longer needs the personal data for the purpose of processing, but you require them to establish, exercise or defend your legal claims;

(iv) You have objected to processing while awaiting confirmation whether the legal basis of Tavex overrides your interests.

Where the processing of your personal data is restricted after your request, Tavex processes such data only with your consent, either for the establishment, exercise or protection of legal claims, or for the protection of the rights of another natural person, or on important grounds of public interest of the European Union or a Member State.

When you request restriction of the processing of your personal data, Tavex will inform you before lifting the restriction of processing.

(5) At any time and based on your specific situation, the right to object to the processing of your personal data which is necessary for the purposes of the legitimate interests of Tavex or a third-party provider, including profiling based on such interests. In such cases, Tavex will stop processing your personal data unless it is demonstrated that there are compelling legal grounds for processing that override your interests, rights and freedoms, or for the establishment, exercise or protection of legal claims.

(6) The right to receive your personal data that you have provided to Tavex in a structured, commonly used and machine-readable format, as well as the right to transmit those data to another controller without hindrance from Tavex. The "right to data portability" applies where processing is carried out by automated means and is:

(i) based on consent for the processing of your personal data for one or more specific purposes, or

(ii) necessary for the performance of a contract to which you are a party, or

(iii) necessary to take measures at your request before concluding such a contract.

When exercising the right to data portability, you have the right to receive a direct transfer of your personal data from Tavex to another controller, where technically feasible. Exercising your right to data portability does not affect the right to erase your personal data ("right to be forgotten") and could not be exercised if it would adversely affect the rights and freedoms of others.

(7) The right not to be subject to a decision based solely on automated processing of your personal data, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless this is provided for by the applicable legislation on personal data protection. The grounds for this and the appropriate safeguards are provided in order to protect your rights, freedoms and legitimate interests.

(8) The right to request from Tavex that it inform you of all recipients to whom personal data have been disclosed and for which rectification, erasure or restriction of processing has been requested. Tavex may refuse to provide this information if it would be impossible or would require excessive effort.

(9) The right to be informed by Tavex without undue delay when a breach of the security of your personal data may represent a high risk to your rights and freedoms, including the right to be informed of the measures taken or measures that will be taken.

**Tavex has no obligation to inform you if:**

(i) the company has taken appropriate technical and organisational protection measures in respect of the data affected by the security breach;

(ii) the company has subsequently taken measures to ensure that the breach does not represent a high risk to your rights;

(iii) the notification requires excessive effort.

(10) The right to be informed if Tavex determines that for any reason it is unable to fulfil its obligations under these Rules or current regulations in the field of personal data protection.

(11) The right to be informed in advance in the event of a merger, acquisition or sale of Tavex assets that affects the processing of your personal data.

(12) The right to withdraw consent. At any time, you have the right to withdraw your consent to the processing of personal data. Withdrawal of consent will not affect the lawfulness of processing for the period before withdrawal of consent.

(13) The right to complain. You have the right to complain about certain types of processing and data collection when the processing is based on the legitimate interests of Tavex for marketing purposes.

(14) The right to contact the Tavex data protection officer at: e-mail: [tavex@tavex.rs](mailto:tavex@tavex.rs), telephone: +381 62 888 6666.

(15) The right to lodge a complaint with the competent supervisory authority. For the territory of the Republic of Serbia, the supervisory authority is the Commissioner for Information of Public Importance and Personal Data Protection, with its seat at Kralja Aleksandra Blvd. 15, 11000 Belgrade.

## **6. RIGHT TO OBJECT TO THE USE OF PERSONAL DATA FOR THE PURPOSE OF PROFILING OR DIRECT MARKETING AND ADVERTISING**

You have the right at any time, using the provisions of the previous article 5 "YOUR RIGHTS", as well as under article 2, paragraph 8(v), to object to the processing of your personal data for the purpose of profiling or direct marketing and advertising, as well as to the disclosure of your data to third parties and their use on their behalf for the purposes of profiling or direct marketing and advertising. In such cases, the processing of your personal data will be stopped.

## **7. COOKIES**

(1) In order for the Site to function in accordance with the settings of the Tavex team, to improve your experience on the Site and to personalise your visits, we sometimes store small text files on your device called "cookies". This is standard practice widely used on almost all sites worldwide. This document explains how we do this.

(2) What are cookies?

Cookies are small text files that your browser saves on the hard disk of the device. They enable the user's device to be identified and the correct behaviour of the website to be achieved, in accordance with individual preferences. This improves the functionality of the Site. For example, cookies may be used to save the password for each session so that you do not have to enter it on every visit. Cookies usually contain the name of the website, the storage time on the end device and a unique number. In certain cases, cookies also enable personal identification of the user.

(3) How do we use cookies?

Cookies are used to adapt the content of the Site to the desired options of the user and to optimise the use of the Site. They are also used to create anonymous statistics (about user behaviour on the Site) in order to improve the structure, design, appearance and content of the Site.

(4) What types of cookies do we use?

### **Tavex uses the following types of cookies:**

(i) "Session cookies", which are temporary and are usually deleted by the device when you leave the relevant website, close the web browser or switch off the device; and

(ii) "Persistent cookies", which are stored on your device for a certain period of time, as specified in the parameters of the "cookies" section, and may exceed one year, i.e. until you manually delete them. These cookies may be used again during the next visit to the Site.

(5) Tavex may also allow the use of third-party cookies. These are cookies associated with software products that record anonymous user statistics (Google Analytics, CrazyEgg, Kissmetrics and others).

In addition, third-party cookies may be associated with social network buttons and additional components that enable sharing of pages and interaction with social networks. In order for these tools to work, social networks (such as Facebook, Twitter, Instagram, etc.) record cookies through the Site in order to communicate with an anonymous user profile on the network or to add data to information collected in the manner and with the purposes described in their guidelines and websites.

Some videos displayed on our Site, but provided by third parties (such as YouTube), use cookies to collect anonymous information, such as how the user accessed the video, which videos the user viewed and much more.

Tavex has no access to or control over cookies used and provided by third parties. These Rules do not apply to the manner in which third parties collect and handle such data. It would be good for you to familiarise yourself with the relevant policies of third parties in order to be aware of their practices and conduct.

(6) Personal data collected by cookies may be used only for the performance of certain functions on the Site in connection with the user himself/herself. Personal data are encrypted in order to prevent access to them by unauthorised persons and ensure the anonymity of the user using the Site.

(7) How to control and/or delete cookies?

Most sites automatically accept cookies, but if you do not want to accept them, you may configure your browser to refuse them. Most web browsers allow you to control cookies through the settings of the browser itself. These settings can usually be found in the "Options" or "Preferences" menu. You may delete all cookies already saved on the device, as well as set most browsers to block them completely. However, if you do this, you may have to manually adjust some settings every time you visit a site, and some services and functions may not work. Unfortunately, in most cases there is no universal option for disabling cookies without limiting the functionality they add to the site.

(8) To learn more about cookies - including how to control them - you may visit <http://aboutcookies.org>.

## **8. PROVIDING PERSONAL DATA TO THIRD PARTIES**

(1) In certain cases, in order to fulfil our obligations under a contract concluded with you or legal entities, we may be obliged or there may be a need to disclose the personal data you have provided to third parties, such as our trusted partners or competent authorities, namely:

(i) competent state and local authorities and their administration, including, but not limited to, the Commission for Personal Data Protection, the Commission for Consumer Protection, the State Agency for National Security, the National Revenue Agency, the Minister of Finance, the Minister of Economy, the National Bank of Serbia, customs authorities, bodies of the Ministry of Interior, judicial authorities. Your personal data may be provided to such authorities in order for us to comply with their order, fulfil a legal obligation or protect the rights, property or safety of Tavex, our clients or others;

(ii) Providers of courier services, including, but not limited to, D EXPRESS DOO, company registration no. 08192189, or providers of items for collection, including, but not limited to, Securitas SE DOO, company registration no. 17487809, for the purpose of delivering items that you have purchased through the Tavex e-shop, available on the Site;

(iii) Providers of IT services, hosting services, maintenance services for our databases, technical equipment, software and applications that may contain data about you (such services are sometimes associated with access to your personal data for the performance of these tasks), social networks, web analytics and search engines, using tools for improving user-generated content;

(iv) For the purposes of conducting various promotional activities, advertising and marketing campaigns, PR initiatives and conducting similar events, as well as analysing their effectiveness through the use of external services of specialised companies and organisations (advertising, marketing, digital and social media agencies), with the aim of fulfilling the obligations and responsibilities assigned to them under a contract;

(v) Providers of legal services, in order to provide advice on the performance of contracts and agreements with clients, prepare letters and collect claims that may contain your data (such services are sometimes related to access to your personal data for the performance of these tasks);

(vi) Providers of accounting services, namely: for the purpose of bookkeeping and providing advice in relation to the application of agreements with clients, preparing documentation that may contain data about you (such services are sometimes associated with access to your personal data for the performance of these tasks);

(vii) Persons employed under a civil contract by Tavex who support sales, logistics, delivery and other processes;

(viii) Persons providing services of organisation, storage, indexing and destruction of archives in paper and/or electronic format;

(ix) Other persons providing consulting services.

(2) Tavex may provide your personal data to selected third parties that are not related to Tavex for the fulfilment of predetermined and specific purposes of processing, provided that these third parties are committed to ensuring an adequate level of protection of personal data, comply with the requirements of the regulations in force at European and national level and our instructions in accordance with these Rules, and refrain from processing your personal data for any purposes other than in connection with the services they provide to us. Tavex may also provide aggregate statistical data about customers, sales, browser types, operating systems, Internet, domain, demographic or profile data, Internet traffic patterns and related information from third-party pages, but these statistics do not contain personal data that can identify you.

(3) Tavex will inform you in the event that it intends to transfer some or all of your personal data to a third country or international organisation; in such case your personal data will be transferred (i) only to third countries that provide an adequate level of protection of personal data to individuals, or (ii) by using appropriate supplementary measures in the event of transfer to third countries that do not provide an adequate level of protection of personal data.

(4) Due to the fact that Tavex is owned by Tavid AD, a foreign legal entity established and existing under the legislation of the Republic of Estonia, in some cases, where required by law, it may be necessary to disclose certain personal data to Tavid AD. Please note that, as a Member State of the European Union, the Republic of Estonia provides an adequate level of protection of personal data to individuals in accordance with the Decision on the list of countries, parts of their territories or one or more sectors of certain activities in those countries and international organisations in which an adequate level of protection of personal data is deemed to be ensured by the Government of the Republic of Serbia.

## **9. NON-APPLICABILITY OF RULES CONCERNING PERSONAL DATA**

This document does not apply to third parties that view/use user-generated content of the Site after it is published on the Site, including but not limited to information on your profile, materials you have published/sent, etc. Providing your personal data to other users of the Site is at your own risk and Tavex shall not be liable for any damage or violations you have suffered as a result of such decision.

## **10. AMENDMENT AND ACCESS TO THE RULES**

(1) These Rules are available in Serbian and English.

(2) Tavex reserves the right to change and/or supplement these Rules from time to time in order to comply with actual regulations; the date of the last update will be indicated at the beginning of the document. Any amendments that we may make to the privacy policy in the future will be published here. Amendments enter into force immediately after publication on the Site, unless otherwise stated in the updated version of the Rules. We advise you to visit this page periodically to review the Rules. The Rules may be updated at any time without special notification to users. All contracts concluded through this Site are governed by the laws of the Republic of Serbia.