

## Privacy policy

The aim of this Policy is to inform you about the privacy practices used by the KIBS concerning its web pages, products and digital trust services.

This privacy policy does not address the services related to KIBS as a payment system operator, the services connected to information derived or based on information for or about the payment system as well as services offered through our partners or resellers.

KIBS respects your right to privacy. Through this privacy policy, we inform you about the collected data, the way we use these data, whether your data is stored, security provisions concerning the storage of your data, whether you can decide not to use them and how to adjust and update your data.

### **1. What kind of information do we collect?**

KIBS as a confidential third party, collects your information as you order a digital certificate of KIBS, when you apply for an access to managed services' platforms, if you make a subscription for our newsletter, use our online chat service, download information on our products and services, register for webinar, answer a questionnaire or fill in a form for help before/after sale or open a support request.

KIBS is a digital certificate issuer and a confidential third party. To fill in a digital certificate request, you might be asked to write down your name and surname, e-mail address, postal address, phone number, details on your workplace and other personal data. In case you willingly decide to pay for our products and services using our virtual online shop you will be asked for information concerning your payment card by the card processor which provides the payment processing.

KIBS treats the personal identification information as confidential, except the information listed in the issued digital certificate. This information can be checked by using an external commercial applications, and as such are considered to be of public interest.

### **2. What do we use your data for?**

Any of the data that we collect from you can be used in one of the following ways:

#### **a. Application's processing for products and services of digital trust**

Your information, whether public or private, will not be sold, exchanged, transferred or given to another company for any reason without your consent, except for delivering the product you bought or service you requested.

#### **b. Improving the client service**

Your information help us to meet your needs more efficiently before and after the sale and the needs of the technical support.

#### **c. Sending notifications for renewing**

The e-address you give for order processioning can be used to send you notifications for certificate renewing when the deadline expires in the next thirty (30) days or less depending on the services.

#### **d. Sending e-mail messages**

Besides that, we can send you periodic company newsletters, new version of a service, security updates, information on some product or service, questionnaires, as well as a report on the status on the implemented system maintenance or service availability.

### **3. Data storage**

In order to complete the revision requests by the trusted service providers as stated in the working rules published in the KIBS public document storage.

[\(https://www.kibstrust.mk/en-GB/Home/Dokumenti/\)](https://www.kibstrust.mk/en-GB/Home/Dokumenti/)

the personal data given with the application, will be stored for minimum 5 years depending on the product or service class and they can be stored in a physical or electronic form. For further details, please read the KIBS's rules and polices for all the trust services published in the above-mentioned document repository.

### **4. Cancelation of e-mail notifications**

If you want to cancel receiving e-mail messages at any time, you can do that through the instructions for cancelation published on the web sites of the trusted service provider and /or included at the end of every e-mail.

### **5. How we protect your information?**

We implement different security measures to maintain the security of your personal information during the process of ordering, when you fill in, submit or access your personal information. All of the submitted sensitive/payment information is being transmitted through a secure connection called Secure Socket Layer (SSL), and then is encoded in our data base so they can be reached only by authorized persons granted with a certain right of access to our systems and who are asked to keep this information confidential.

KIBS does not keep your sensitive information linked to the transaction (credit cards, ID numbers, finances etc.).

KIBS uses a reputable third party for payment card payment processing (a payment card processor) and uses a way through which it makes sure that the payment card numbers and the appropriate financial data are being redirected directly to the payment card processor. That kind of information is being shared in a secure way. For further details on the privacy policy of the card processor click [here](#).

### **6. Using cookies for services processing and collecting statistical information.**

The trusted service provider KIBS uses cookies while services processing the cookies can be used when you log in to the web portal of trusted services, buy products or use certain functions. For detailed information on web cookies usage, visit our web location.

### **7. Using server records for diagnostics or collecting statistical information**

Our servers make automatic records of information (create records-log) made by your usage of our services. These data records might consist information as Your IP address, type of browser, operating system, referent web page, visited pages, location, your mobile operator, device identifiers and application, browsing terms and cookies information. We use this information for diagnostics and improvement of our services. We will either delete the data from the records or we will remove any

kind of identifiers from a user account, such as user name, full IP address or e-address, 5 (five) years after Your last activity.

## **8. Do we disclose information to third parties?**

We do not sell trade or in any other way transfer your personal information to third parties. This does not include trusted third parties which help us with our internet website, filing in digital certificate applications or help us optimizing or adding value to the services we offer, such as offering integrated products or services to third parties. In conditions when the data have to be shared with such third parties, they are being asked to agree with the confidentiality terms. This prevents these third parties to do a sell, trade, marketing or in any other way to transmit data on the KIBS users.

We can also publish your information when we think that the publishing is in accordance with the law, or to protect our rights, property or security.

Our policy is to inform the users when their data are asked by law enforcement unless it is forbidden to do so by another law or court order.

## **9. Registration**

KIBS is registered at the authorities in accordance to the law on collecting, processing and archiving of personal data. In order to get additional information concerning our registration you can address the authority listed below.

**Directorate for Personal Data Protection**

**Bul. "Goce Delcev" 18**

**Postal box 417, 1000 Skopje**

<https://www.dzlp.mk/mk/kontakt>

## **10. Complying with relevant laws**

KIBS is committed to protect the personal data submitted by the applicants and subscribers of the trusted digital services. KIBS announces that it fully respects all the rights determined and set by the Macedonian and European laws and it works in the frames of:

- The laws of the Republic of Macedonia concerning the personal data protection; and
- KIBS regulations.
- European directive 95/46 on protection of individuals in relation to the personal data processing and free flow of such data;

## **11. Resume: know your rights**

In accordance to the regulations of the European Union on privacy protection, you have rights established by law which the KIBS completely respects. The guaranties by KIBS refer to the whole network of the KIBS and the information collected from the whole spectrum of products and trusted digital services by the KIBS.

- We ask for your explicit consent for all personal data you can submit.
- We do not collect personal data unless you submit them.
- We use the data you submit only to identify you and then to offer our products and trusted digital services.
- You have right to go review your personal data at KIBS and to check their consistency.

- You have right to make corrections of data in case of finding errors in our records.

## **12. Changes in our privacy policy**

In case we make certain changes in our privacy policy, we will inform our clients with an announcement on our web pages and /or by sending an e-mail with a notification about the latest version.

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