

## **TERMS & CONDITIONS**

All use of the Business Excellence website ("the website") is on the terms and conditions below.

If you do not agree to these conditions cease use of the website immediately.

### **1. Terms & Conditions**

You may print and keep a copy of these terms. They are a legal agreement between us and can only be modified with our consent. We reserve the right to change the terms at our discretion by changing them on the website. Goods or services available for purchase on the website are subject to a contract, and terms and conditions related to a particular contract.

### **2. Accuracy of Information and Liability**

Business Excellence ("we") provides information on this website in line with our best knowledge and practice. We do our best to ensure all information on the website is accurate.

If you find any inaccurate information on the website let us know and we will correct it, where we agree, as soon as practicable.

We are publishers and also distributors of content supplied by third parties and users of the website. Any opinions, advice, statements, services, offers, or other information or content expressed or made available by third parties, including information providers, or users, are those of the authors or distributors and not of us. For content related to third parties, we make no representations that this information is accurate and up to date or complete and accept no liability for any loss or damage caused by third party's inaccurate information.

### **3. Privacy Policy**

Privacy Policy is based on the Law on Protection of Personal Information ("Official Gazette of Bosnia and Herzegovina" 46/06 and the Amendments Law on Protection of Personal Information 76/11).

A valid name and email address are required to implement an online inquiry and receive feedback. Those information are subject to our Privacy Policy, and are kept in our archive and will not be sold, rented or otherwise shown to a third party. By using the Service, you agree to the collection and use of information in accordance with this policy.

When visiting the website for purely informational purposes, i.e. when you do not register or transfer other information to us, we collect only the personal data that your browser transmits to our server. Information is gathered and processed solely for the purpose of providing and improving services for implementation of our business purpose and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

We work hard to protect your information, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

We may employ third party companies and individuals as Service Providers to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used. These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose. We may also provide paid products and/or services within the Service. In that case, we use third-party services for payment processing. External service only receives your data insofar as it is necessary for the execution of your payment. We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. Please also observe the data protection notices of the individual providers. The individual service provider is responsible for the contents of third party services, whereby we verify as far as can be reasonably expected that the services observe statutory requirements. We strongly advise you to review the Privacy Policy of every link and site you visit.

### 3.1. Description and Extent of Data Collection

Whenever our website is visited, our system automatically records data and information from the computer system of the visiting computer.

The following data is collected:

1. Information about the browser type and version used
2. The operating system and the interface of the user
3. The internet server provider of the user
4. The IP address of the user
5. Access status/http status code
6. Date and time of the visit
7. Time zone difference to Greenwich Mean Time
8. Content of the request (concrete internet page)
9. The quantity of data transmitted
10. Websites, from which the system of the user accessed our website
11. Websites that are visited by the system of the user via our website
12. Regarding mobile end devices: Manufacturer and type designation of the Smartphone, tablet or other mobile end devices
13. Low-level tracer

### 3.2. Cookies

We use cookies in order to improve our web presence and to optimise use for you, but also for advertising purposes. Cookies are small text files that are stored on your computer when you call up our website and enable a renewed identification of your browser. Cookies store information, such as, for example, your language setting, the length of visit to our website or the entries you made there. This avoids the need to re-input all the required data afresh at every session. Moreover, cookies enable us to detect your preferences and to tailor our website to your areas of interest.

### **3.3. Social Networks**

Bookmarks to social networks (Facebook, Instagram, LinkedIn and others) are an integral part of the website. After clicking the bookmark, you will be forwarded to the site. These sites collect user information which are subject to relevant data protection terms and conditions of the provider (Facebook, Instagram, LinkedIn and others) and are not the responsibility of Business Excellence.

We reserve the right to modify this data protection declaration at any time, taking account of the applicable data protection provisions.

### **4. Legal Jurisdiction and Dispute Resolution**

Laws of Bosnia and Herzegovina shall apply to these terms, notwithstanding the jurisdiction where you are based as Business Excellence Head Office is in Sarajevo, Bosnia and Herzegovina. You irrevocably agree that the courts of Bosnia and Herzegovina shall have exclusive jurisdiction to settle any dispute which may arise out of, under, or in connection with these Terms and Conditions and for those purposes irrevocably submit all disputes to the jurisdiction of the court in Sarajevo, Bosnia and Herzegovina.

### **5. General**

Any formal legal notices should be sent to us at the address at the end of these Terms and Conditions by email confirmed by post. Failure by us to enforce a right does not result in waiver of such right. You may not assign or transfer your rights under this agreement.

### **Contact**

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