
Data protection notice

Last updated on: 28 May 2018

Entrio values its users and takes care of the security of your data. With this Privacy Statement, Entrio.ba d.o.o., Kralja Petra Krešimira IV bb (SPC Rondo), 88000 Mostar, Bosna i Hercegovina (hereinafter: Entrio) protects the privacy of its users and takes care of your personal data in pursuance of the European General Data Protection Regulation 2016/679 / EC (Regulation, GDPR) and the Act Implementing the General Regulation on Data Protection OG 42/2018. With the Data Protection Statement, Entrio transparently and publicly publishes the methods of personal data processing, which it carries out exclusively in accordance with the principles of the Regulation.

This Statement describes how Entrio collects, processes, uses and shares your personal information when you visit the www.entrio.ba website or when you make a purchase on www.entrio.ba.

Entrio is only allowed to be used by people over the age of 16. By continuing to use the Entrio system, by accepting the Terms of Use and the Privacy Statement, we consider you to be over 16 years of age. Otherwise, please stop using Entrio immediately and leave the related websites.

Personal data:

According to the Regulation, personal data are - all data relating to an individual whose identity has been established or can be established ("respondent"), and an individual or respondent as the Regulation calls him, whose identity can be established is a person who can be identified directly or indirectly.

Processing:

According to the Regulation, processing means - any procedure or set of procedures performed on personal data or on sets of personal data, whether automated or non-automated means such as collection, recording, organization, structuring, storage, adaptation or modification, retrieval, inspection, use, disclosure by transfer, dissemination or otherwise making available, harmonization or combination, restriction, deletion or destruction.

Data collection:

Entrio collects only personal data that the customer enters voluntarily. Data is collected through available web forms for receiving notifications (newsletters) or contacting Entrio employees. Entering data is necessary to establish contact. We collect some information automatically - you can read more in the web cookies section.

Entrio collects and processes data from its customers at various stages of using the Entrio system, in order to provide you with the best possible service and the easiest ticket purchase.

We collect data:

1. When you visit www.entrio.ba, we collect general information about your device, IP address, time zone, operating system, and some cookies

Why do we process this data?

Each time you visit the Entrio website, we collect the above information, as well as information that you have visited on all Entrio sub-pages and that these terms have brought to our site when searching the

Internet, to reduce the possibility of fraud and theft, to better understand user behavior and improve our service, in order to eliminate possible difficulties, and so that you can suggest the best events that might interest you.

These data are collected and processed using:

- Cookies, tags, web beacons and pixels set by Entrio, and by other services such as Google Analytics, Facebook, Hotjar, etc.
- Browser request headers, which contain data such as IP address, page from which the user came, internet browser, operating system, etc.
- Internal logs (records) that follow general user actions on the www.entrio.ba website

How long do we keep this data?

We store this data indefinitely, for statistical purposes.

Who do we share this data with?

We share these general data with analytical services that allow us to analyze user behavior, especially Google Analytics, Facebook, Hotjar and the like. We do not share personal customer data such as names, surnames, e-mail addresses, etc. with these third services, but only the above general data for the purpose of statistical analysis of customer and visitor behavior.

2. When creating the account required to purchase tickets, we collect your name, surname and e-mail address, and sometimes your gender and age

Why do we process this data?

So that both you and we can sleep peacefully knowing that all your tickets are safe and that you will be able to access them at any time and successfully enter the desired event even in case of loss of e-mail with tickets, we ask that you open an Entrio account before your purchase, with which all future purchased tickets will be linked. Also, the user account allows us to make every next purchase on Entrio faster because we will be able to enter some of your data that we already know in advance for you. For this purpose, we collect and process your name, surname and e-mail address to which we will send purchased tickets. If you decide to create an account via the Facebook login option, in that case, depending on your privacy settings on Facebook, we collect your gender and age - solely for statistical purposes of analyzing the habits of ticket buyers. You can also enter or update your name, surname, gender and age at any time via your user profile at [www.entrio.ba / me](http://www.entrio.ba/me).

How long we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

At the time of ticket purchase, we process the name and surname on behalf of the Event Organizer whose tickets we sell, and we forward them to the Organizer for the purpose of entrance control and visitor records. We forward the e-mail address to the organizer only if there is a need to send important information to the customer related to purchased tickets, such as - cancellation or change of events, change of location, change of program, etc., so that the organizer can successfully perform the contracted service.

3. When buying tickets with a bank card, we process card and cardholder information

Why do we process this data?

We collect and process data on the bank card (card number, expiration date, CVC number) and cardholder (name and surname of the cardholder, cardholder's address) so that we can charge for the order and issue tickets for the desired event via a partner billing processor.

How long do we keep this data?

Bank card data is sensitive data that we never store in our systems for security reasons, but we forward it directly to the partner payment processor - the WSPay system, via a secure SSL connection. In the Entrio system, we store only the last 4 digits of the card number, and information about the cardholder so that you can more easily detect and eliminate any problems or your complaints when buying tickets. We keep this information for 12 years from the purchase of tickets.

Who do we share this data with?

We forward this information directly to the partner payment processor - the WSPay system, via a secure SSL connection.

4. When buying tickets, if you are buying on behalf of a company, we ask for this information about your company so that we can issue an R-1 invoice.

Why do process this data?

If you are buying on behalf of a company, and you want us to issue you an R-1 invoice, we need information about your company, more precisely: Name, address and PIN.

How long do we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

We share this information with the Event Organizer on whose behalf we sell tickets and issue an R-1 invoice, so that the Organizer can post it in its accounting records based on legal obligations.

5. When purchasing tickets, in certain cases the Event Organizer through Entria requests from the customer additional information that we collect on his behalf, so that the Organizer can perform the contracted service

Since Entrio is an automated platform for organizing events and selling tickets, each Event Organizer has the ability to define and request specific information from customers before completing a purchase. The data collected by the Organizer through Entrio are clearly marked and Entrio forwards this data directly to the Organizer. The organizer may define any such information as mandatory or optional to complete the purchase. This information sometimes serves the Organizer as a prerequisite for fulfilling the service (eg T-shirt size information, country of origin information, customer e-mail, name and surname of each ticket holder, etc.), sometimes as statistical information for later analysis or in any other purpose defined by the Event Organizer. Entrio does not control the type of information that the individual Organizer requests from ticket buyers, but it is entirely within the competence of the Organizer.

Although Entrio requires the Organizer to protect and safeguard customer data under the European Data Protection Regulation (GDPR), we advise you to contact the Organizer for detailed information and study its Data Protection Statement.

Why do we process this data?

Entrio processes this data so that it can pass it on to the Event Organizer, for whom this data is sometimes a prerequisite for the successful execution of the service towards you (the customer). Whether and which data will be collected in this way depends exclusively on the decision of the Event Organizer, who is also the service provider ie the final ticket seller.

How long do we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

We share this information with the Event Organizer, who has defined this information as mandatory within the Entrio system.

6. When buying tickets, we collect and process all data on that purchase, transaction and purchased tickets

Why do we process this data?

We collect all the history of purchased tickets, other services and products and related transactions on www.entrio.ba and link them to your account, so that we can provide you with all the above details upon request, so that we can suggest similar events in the future, and in order to be able to legally present the requested data to the competent state bodies and payment processors in case of possible complaints, inspections, etc.

How long do we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

In the case of their request, we share this information with the competent state authorities and billing processors, in order to meet their legal obligations and resolve any customer complaints.

7. When subscribing to the Entrio newsletter, we collect and process your name, surname and e-mail address so that we can provide you with the desired service

Why do we process this data?

In order to be able to provide you with information about new, interesting events, cheaper tickets and prize competitions that we organize, and so that we can send you a personalized e-mail with content that may interest you - we need your name, surname and e-mail address . You can subscribe to the Entrio newsletter by selecting the check mark when creating an account, via your user profile or via the forms on www.entrio.ba. If you give us your consent to send the newsletter, you can withdraw your consent at any time by updating your user profile or by clicking on the "unsubscribe" link in each Entrio newsletter.

How long do we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

We share this information with Mailchimp, the most well-known online newsletter service.

8. When contacting Entrio by e-mail or phone, we collect your name, surname and e-mail address, and keep an archive of communication with us

Why do we process this data?

We process the above data in order to speed up the resolution of problems and inquiries that you send us, and so that we can respond to your inquiry as soon as possible.

How long do we keep this data?

We keep this information for 12 years from the last ticket purchase.

Who do we share this data with?

We use specialized services Freshdesk, Gmail and Olark for communication and customer support. We process and share the above data with these services.

Who do we share your data with and the purpose of the collection

We highly respect and value the privacy of all our users and their data, and for this reason we treat them with maximum care and attention. We will never sell our users' data to third parties, but will only use it to provide superior service to our customers.

Entrio employees working in the finance, customer support, marketing and sales departments have access to the above data. In addition to Entrio employees, DHH d.o.o. from Pula which provides us with a hosting service www.entrio.ba and a complete database, also has access to this information.

According to the previously mentioned methods of data collection, depending on the place and purpose of collection and processing, we also share some of your data with the following companies, external contractors:

WSPay, Mailchimp, Freshdesk, Google Analytics, Hotjar, Facebook, Olark, Astra Engineering Ltd. accounting Service. In addition to the above, based on legal obligations, personal data will be made available to representatives of the competent legal authorities at their request.

Use of cookies

Entrio uses cookies. Cookies are small files that your browser automatically saves when you visit websites, and they serve various functions. At Entrio, cookies are divided into: **basic**, which are used to log in to the Entrio system and display pages normally, without which Entria cannot function, and **Analytical** that serve to anonymously analyze the use of the system and monitor behavior, without which you would not be able to adjust the content and improve the Entrio to get better with each subsequent use of the system.

Basic cookies

- **"PHPSESSID", "PH_HPXY_CHECK", "remember_code", "identity", "e477n4xTerl8o"** - set up by Entrio, and is used to log in to the system and maintain the session, so that you can buy tickets and use the system without interruption
- **"hide_entrio_cookies"** - set up by Entrio, and is used to remember the consent to set cookies
- **"stats_landing_id"** - set by Entrio, and serves to connect users before and after registration, for the purpose of later easier elimination of errors during the purchase, in the case of user requests
- **"olfsk", "_ok", "_okbk", "_oklv", "_okdetect", "hblid", "wcsid"** - Sets Olark, and serves to operate the windows for customer support and communication

Analytical cookies

- **"_ga", "_gid", "_dc_gtm_UA-23827515-1", "_gat_UA-XXXX"** - Set by Google to analyze the movement of visitors per page, in order to provide better service and further improve the Entrio system
- **"fbm_109990319087604", "fsr_109990319087604"** - Set up by Facebook, and is used to analyze the movement of visitors on the pages, in order to provide better service and further improve the Entrio system

Deleting certain cookies is possible through your browser settings, and more information on how to delete them can be found on the support pages of the browser manufacturer (eg Chrome, Firefox, Opera, Safari, etc.). Additional information about web cookies can be found on the page <http://www.aboutcookies.org.uk/>.

You have the right to have your data corrected and deleted and the right to inspect (export) all your data.

Pursuant to the European General Data Protection Regulation (GDPR), we grant you the following rights regarding the processing of your personal data:

1. The right to access data

You have the right to request information whether we process your personal data, what data we process and to request access (insight) to your personal data that we process. If it is a larger amount of data, we may ask you for a more precise specification of the request for the submission of certain groups of data about you, which we process.

2. The right to request correction

If you notice that we are processing inaccurate or incomplete data about you, or you want to change them, you have the right to request the correction of this data or the addition of incomplete personal data. In order to ensure that we always process only accurate personal data about you, you need to notify us without delay of any changes.

3. The right to delete (forget) data

Deletion of personal data may be requested, for example, if you have withdrawn your consent to the processing of certain data, when your personal data is illegally processed or when your data is no longer necessary for the purposes for which it was collected or processed in any way. However, please note that we will not be able to delete your data if it is necessary to fulfill legal obligations, contractual obligations or other legal grounds under the General Data Protection Regulation.

In all situations where this is possible, we will permanently delete all your personal data from our systems and leave only general statistics that can in no way be linked to your identity.

If you want us to delete your data from the system, send us an email to the e-mail address info@entrio.hr with a request for deletion and it will be done within 48 hours.

4. The right to limit processing

You have the right to obtain a restriction on the processing of your personal data, which may be requested, for example, if you have objected to the processing of data, if you doubt the accuracy of personal data processed or the legality of their processing, but you do not want this information deleted, or you still need it to meet legal requirements.

5. The right of data transferability

If the processing is based on your consent or is performed for the purpose of executing a contract concluded with you, and at the same time is performed by automated means, you have the right to receive your personal data that we have received from you. If you request, we will transfer your personal data directly to another controller, if technically feasible.

6. The right to object

At any time, due to your special situation, you are authorized to object to the processing of personal data relating to you, which is why we will limit their processing. We will also delete the above data and stop processing it, unless we prove that there are reasonable and justified legal grounds for retaining it. In addition, you have the right to object to the processing of your personal data for direct marketing purposes at any time. Upon filing a complaint, your personal data will cease to be processed for the stated purpose.

7. The right to withdraw consent

If the processing of your personal data is based on your consent, you have the right to withdraw it at any time, without any consequences, according to the procedure explained in the relevant section of this document.

Information about new interesting events that we send through the Entrio newsletter

If you have given us your consent to send a newsletter, from time to time (never more than once a week) we will send you news in the world of Entrio events, announcements of new events that may interest you, information on cheaper tickets, contests and similar interesting things. Our goal is to provide you with really interesting information that you will be happy to read, and if at any time you decide that you no longer want to receive this information - at any time you can unsubscribe by clicking on the link at the bottom of each newsletter.

Your data and countries outside Europe

The central database of the Entrio system, as well as most of the data mentioned here, is located on our servers (servers) located in Croatia (EU), in the premises of DHH d.o.o. which provides us with hosting services.

The data we collect through third parties and their services may be located outside the European Union, depending on the physical locations of the servers (servers) of individual services. The partner services we use that we know to use non-EU servers are:

Google Analytics, G-suite (Gmail), Mailchimp, Freshdesk, Hotjar, Olark. All these services are compliant with the General Data Protection Regulation (GDPR).

Security, storage and data protection

Personal data will be stored and processed within the legal deadline and protected by adequate security measures in accordance with the latest security standards of data protection. All data is backed up several times a day, there are strict procedures for accessing the data center and database. Despite the fact that we take all necessary measures, please note that no website is 100% safe for, for example, hacker attacks, various failures in the computer network and infrastructure and other situations that we can not influence. In addition, no computer is 100% safe from hacking or unwanted downloads, so we recommend that you use all available measures to protect your computer and browser from such unwanted situations.

In the event of an unauthorized entry of a third party into Entrio computer systems, we will certainly inform you as soon as we find out about such a situation so that you can take appropriate measures. We do our best and we try every day to prevent something like that from happening.

Contact for all inquiries and requests for exercising your rights, and to whom you can complain if you suspect that your rights have been violated

If you have any questions or requests regarding this Privacy Statement, if you wish to exercise any of the above rights or wish to lodge a complaint, you may do so in writing or by e-mail, to the following addresses:

Entrio.ba d.o.o.
Kralja Petra Krešimira IV bb (SPC Rondo), 88000 Mostar, Bosna i Hercegovina
PIN: 4228141330000
e-mail: info@entrio.ba

Note – the identification of the applicant is necessary when making the request. The reason is to

protect you as the owner of your personal data.

However, if you are unable to resolve your request, inquiry or problem directly with Entrio and consider that the processing of your personal data is contrary to the General Data Protection Regulation, you have the right to lodge a complaint with the competent supervisory authority. For the territory of the Republic of Croatia, the supervisory body is the Personal Data Protection Agency, with its registered office at the following address: Dubrovačka 6, 71 000 Sarajevo, web: <http://azip.ba/>, tel.: +387 33 726 250.

Update of this Statement

We may revise this Statement from time to time to show you how we process your data. In case of major changes, we will clearly display them on this Entrio website or via e-mail - so you can be informed of all changes in time.