

Privacy Policy

Trusted Services Provider KIBS

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Version History

Version	Date	Author	Purpose of change
4.0	27.05.2020	Marin Piperkoski	Modifications caused by the request of the eIDAS auditor (internal numbering of documents). Changing period of time data collected by users of trusted services is stored.
3.0	05.07.2019	Marin Piperkoski	Changes to the text pursuant to the requirements of eIDAS. Addressing consent for disclosing personal data which are part of services and products of TSP.
2.0	04.09.2017	Emilija S. Rumenova	Changes in document reflecting recommendations from best practices; Implemented recommendations from Directorate for personal data protection (DPDP).
1.0	05.05.2010	Emilija S. Rumenova	Initial document

The aim of this Policy is to inform you about the privacy practices aimed at protecting your data when accessing our web pages: www.kibstrust.mk and www.signplus.mk, as well as about the products and services of Trust Services Provider KIBS (TSP KIBS).

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 data collected, 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 collects your information as you order a digital certificate or a timestamp, when you apply for an access to services, 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. This means that whenever you interact with us with the objective of getting a service, product, support, or an information, you might be requested to provide data of personal nature.

You might be asked to enter your name and surname, e-mail address, postal address, mobile 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 credit card by the card processor through which the payment is made.

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 application, and as such is of public character and allow for verification of your digital electronic identity.

However, you will be prompted to provide consent for disclosing your data.

2. What do we use your data for?

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

2.1. Processing orders for products and services

Your information, whether public or private, will not be sold, exchanged, transferred or given to another company for any reason which is not in line with the defined working process of service or product delivery without your consent.

2.2. Improving the client service

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

2.3. Sending recovery notifications

The e-address you give for order processions may be used to send you service or product recovery notifications when the deadline expires in the next thirty (30) days or less depending on the service or product.

2.4. Sending e-mail messages

The TSP KIBS will 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. Obligation to report data alterations

You, as our client, shall be bound to inform us upon every amendment of data that you have given us previously on voluntary basis.

4. Data storage

In order to meet the revision requests by the trusted service providers filled in upon applying, they shall be kept for at least ten (10) years depending on the class of the respective product or service and may be kept in both hardcopy and electronically. All details are provided in the Rule of the Trust Service Provider KIBS, published on the KIBS public document storage:

<https://www.kibstrust.mk/Repository/repositoryMK.aspx>

5. Cancellation of e-mail notifications

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

6. 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 are being transmitted through a secure link called Secure Socket Layer (SSL) / Transport Layer Security (TLS), and then are encoded in our data base so they can be reached only by an authorized person 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 credit card payment processing (a payment card processor) and uses a way through which it makes sure that the credit card numbers and the appropriate financial data are being transmitted 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 visit the following [link](#), or visit web of the card processor CaSys: <http://www.casys.com.mk/en.html>

7. Using cookies for service performance and collecting statistical information.

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

8. 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 username, full IP address or e-address, ten (10) years after your last activity.

9. Do we disclose information to foreign parties?

We do not sell, trade with or in any other way transmit your personal information to foreign parties. This does not include trusted third parties which help us with our internet website, filing in digital certificate applications or for any other services help us optimizing or adding value to the services we offer, such as offering integrated products or services to third parts. In conditions when the data are being shared with such third parties, they are being asked to agree with the confidentiality terms. This prevents such third parties to make 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 to respect the law or to protect our rights, property, or security.

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

10. Registration

KIBS is registered by the authorities as asked by the law on collecting, processing and archiving of personal data. To get additional information concerning our registration you can address the authority listed below.

Agency for Personal Data Protection

18, bul. „Goce Delchev“

PO box 417, 1000 Skopje

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

11. Following relevant laws

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

- The Law on Personal Data Protection in Republic of North Macedonia;
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons 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);
- TSP KIBS regulations.

12. Resume: know your rights

In accordance to the regulations of the Republic of North Macedonia, you have rights on personal data protection established by law which the KIBS completely respects. Moreover, KIBS is committed to respecting the rules of the European Union on privacy protection. KIBS guarantees refer to the the information collected for 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 through your personal data which the TSP KIBS has and to check their consistency.
- You have right to make corrections of data in case of finding errors in our records.
- You have right to request your personal data be deleted and forgotten.

13. 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.

14. Contact information

All inquiries and comments concerning the contents of stated documents can be directed to:

KIBS AD

Bul. "Kuzman Josifovski Pitu" 1, 5-th floor,

+389 2 5513 412, +389 2 3297 412

helpdesk@kibstrust.mk

<https://www.kibstrust.mk>

1000 Skopje, Republic of North Macedonia

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