

SOFT-TLS – PRIVACY POLICY

Effective from: 01 October 2025 | Version 1.0

SOFT-TLS d.o.o., 7. Jula 24, 18220 Aleksinac, Republic of Serbia – www.soft-tls.com

This Privacy Policy applies to all users of the website www.soft-tls.com and the web application **app.soft-tls.site**.

Article 1 – Data Controller

SOFT-TLS d.o.o.

7. Jula 24, 18220 Aleksinac, Republic of Serbia

E-mail: support@soft-tls.com

Website: www.soft-tls.com

SOFT-TLS d.o.o. acts as the Data Controller within the meaning of the General Data Protection Regulation (GDPR).

Article 2 – General Information on Data Processing

The protection of personal data is of utmost importance to us.

All processing of personal data is carried out in accordance with **Regulation (EU) 2016/679 – GDPR**, the **Telecommunications and Telemedia Data Protection Act (TTDSG)**, and the relevant national regulations of the Republic of Serbia.

Data are processed only where necessary to provide a functional website and related services or where you have given explicit consent.

Article 3 – Hosting and Data Storage

Our website and all associated services are hosted by **STRATO AG, Otto-Ostrowski-Straße 7, 10249 Berlin, Germany**.

STRATO acts as a data processor pursuant to Art. 28 GDPR.

A Data Processing Agreement (DPA) under Art. 28 GDPR has been concluded.

Multiple daily **backups** are created and stored exclusively on STRATO servers located in Germany.

Article 4 – Collection and Storage of Personal Data

When you visit www.soft-tls.com, the following data are automatically collected by the web server:

- IP address of the requesting device
- Date and time of access
- Browser type and version
- Operating system
- Referrer URL

These data are technically required for the proper operation of the site and are automatically deleted after a maximum of 14 days.

Article 5 – Use of Google reCAPTCHA

Our website uses **Google reCAPTCHA**, a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

The service prevents automated access (bots) and ensures website security.

In the process, personal data such as the IP address may be transmitted to Google.

Processing is based on Art. 6 para. 1 lit. f GDPR – legitimate interest in maintaining the security of the website.

Further information: <https://policies.google.com/privacy>

Article 6 – Web Application (app.soft-tls.site)

The web application **app.soft-tls.site** does not use cookies and does not collect any analytical or marketing data.

User data entered in the application (e.g., login information, project data, working hours) are processed solely for the operation of the SOFT-TLS platform and stored on STRATO servers in Germany.

Access is limited to authorized administrators of the respective customer organization.

Article 7 – Legal Basis for Processing

Processing of personal data is carried out on the following legal bases:

- Art. 6 para. 1 lit. a GDPR – Consent
- Art. 6 para. 1 lit. b GDPR – Performance of a contract
- Art. 6 para. 1 lit. f GDPR – Legitimate interest in system security and service quality.

Article 8 – Data Security

SOFT-TLS d.o.o. implements technical and organizational measures pursuant to Art. 32 GDPR to protect personal data against loss, misuse, or unauthorized access.

All data transmissions are encrypted via **SSL/TLS**.

Multiple daily backups ensure high availability and rapid recovery in case of a technical failure.

Article 9 – Rights of Data Subjects

Data subjects have the right to:

- Access their data (Art. 15 GDPR)
- Rectification of inaccurate data (Art. 16 GDPR)
- Erasure (“Right to be Forgotten”, Art. 17 GDPR)
- Restriction of processing (Art. 18 GDPR)
- Data portability (Art. 20 GDPR)
- Object to certain processing activities (Art. 21 GDPR)

To exercise these rights, please contact: **support@soft-tls.com**

Article 10 – Changes to this Privacy Policy

SOFT-TLS d.o.o. reserves the right to update this Privacy Policy as required by legal or technical developments. The current version is always available at: www.soft-tls.com/privacy

Article 11 – Data Protection Officer

Data Protection Officer of SOFT-TLS d.o.o.:

 support@soft-tls.com

 *Last Updated: October 2025*

© SOFT-TLS d.o.o. – All rights reserved.