



Privacy Policy Statement

in accordance with the Law on Personal Data Protection of Bosnia and Herzegovina

Institute for Human Rehabilitation

Association of Scientists — izhr.ba

1. Introduction

The Institute for Human Rehabilitation (hereinafter: the Institute) is an independent, non-profit association of scientists. The Institute is committed to protecting the privacy and the personal data of everyone who visits its website.

This Privacy Policy Statement defines the manner in which the Institute (hereinafter: “we”, “us” or “our”) collects, processes, stores and protects the personal data of visitors to the website izhr.ba (hereinafter: “you”, “your”), in accordance with the Law on Personal Data Protection of Bosnia and Herzegovina (“Official Gazette of BiH”, No. 12/25) and other relevant applicable regulations governing this area.

As a personal data controller, the Institute has the obligation to provide data subjects with access to all relevant information regarding the processing of their data, and to regularly inform them of their rights and the purposes of processing.

We will not use, share or disclose any of your personal data to any third party except as described in this document.

2. Definitions

Below are explained the key terms used in this Policy, in accordance with the Law on Personal Data Protection.

- **Data subject** means a natural person whose identity is established or can be established, directly or indirectly, in particular by reference to identifiers such as a name, identification number, location data, online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.
- **Personal data** means any information relating to a natural person whose identity is established or can be established.
- **Data controller** means a natural or legal person, public authority or competent body which, alone or jointly with others, determines the purposes and means of processing personal data.
- **Data processor** means a natural or legal person or public authority that processes personal data on behalf of the data controller.
- **Third party** means a natural or legal person, public authority, the Agency, or other body which is not the data subject, the data controller, the processor, or persons authorised to process personal data under the direct authority of the data controller or processor.
- **Consent of the data subject** means any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.
- **Personal data breach** means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

3. Controller information

Controller:	Institute for Human Rehabilitation (Institut za humanu rehabilitaciju), Association of Scientists
Address:	Alije Izetbegovića 26, 75290 Tuzla Kanton, Bosnia and Herzegovina
Identification number:	4209972220001
Web:	izhr.ba
E-mail:	izhr@human.ba

The Institute is also the publisher of the scientific journal *Human Research in Rehabilitation*, which has its own website (human.ba) and its own separate Privacy Policy Statement. This document applies only to the website izhr.ba.

4. Contact for personal data protection

The Institute will consider your inquiries regarding the processing of personal data and enable you to exercise your rights under the Law on Personal Data Protection. All requests and questions relating to personal data can be sent to:

E-mail:	izhr@human.ba
Address:	Alije Izetbegovića 26, 75290 Tuzla Kanton, Bosnia and Herzegovina

We are required to respond to your request within 30 days of its receipt, with the possibility of extending the deadline up to 60 days where justified, of which you as a data subject will be informed in due time. This service is provided free of charge. If you submit a request electronically, the response will be delivered to you electronically, unless you specify a different mode of communication in your request.

If you do not receive a response within the stated time limits, or are not satisfied with it, you may contact the Personal Data Protection Agency of Bosnia and Herzegovina or pursue your rights before the competent court or through other legal means.

5. What data we collect

This document applies to data processing whether carried out by automated or non-automated means. The website izhr.ba is an informational website; the amount of personal data it processes is deliberately small.

5.1 Visitors to the website

When you browse izhr.ba, our web server records technical data: your IP address, the pages you request, the date and time of the request, and information about your browser and device (user agent). These data are generated automatically by the web server and are used to operate and secure the website.

In addition, every page of the website loads the Google reCAPTCHA service, which protects our contact form against automated abuse. As a result, your IP address and information about your interaction with the page are transmitted to Google. This is explained in section 7 and in our Cookie Policy.

5.2 Contact enquiries

When you write to us using the contact form on the website, we collect the data you enter into it:

- your name;
- your e-mail address;
- the subject of your enquiry;
- the content of your message.

These data are sent by e-mail to the mailbox of the Institute (izhr@human.ba) and are used solely to read and answer your enquiry. **The contents of the contact form are not stored in the website's database.**

What we do not collect. The website has no user registration and no user accounts for visitors, no newsletter, no online payment, no online forms other than the contact form, no file uploads and no comment function. We do not use web analytics, advertising networks or social-media tracking, we do not create profiles of visitors, and we do not carry out automated decision-making that produces legal effects concerning you.

6. Purposes of processing and legal bases

All data are processed in accordance with the principles of lawfulness, transparency and purpose limitation. Processing is carried out on the following legal bases:

- **Consent of the data subject** — your submission of the information requested in the contact form constitutes your consent to the processing of that information for the purpose of answering your enquiry. You have the right to withdraw your consent at any time; the withdrawal does not affect the lawfulness of processing carried out previously.
- **Legitimate interest of the Institute**, where this does not override your rights and freedoms — in particular responding to enquiries and maintaining correspondence; protecting the contact form and the website against automated abuse and spam; and ensuring the IT security and availability of the website.
- **Legal obligation** — where we are required by law to retain or disclose data.

7. Recipients and transfer of data to third parties

We do not sell personal data and we do not disclose them for marketing purposes. Personal data may be made available to the following categories of recipients:

- **Authorised persons of the Institute** — who read and answer enquiries received through the contact form.
- **Our hosting and website maintenance provider** — which operates the server on which the website and the Institute's e-mail are hosted, and which acts as our processor.
- **Google** — as the provider of the reCAPTCHA service described below.
- **Competent authorities** — where this is provided for by law, including the processing of requests from legislative, regulatory or executive bodies or competent authorities for the purpose of investigating or preventing a criminal offence.
- **Any other recipient** — only with your consent.

All processors engaged by us are obliged to maintain the confidentiality of data in accordance with the law and the internal acts of the Institute.

Google reCAPTCHA and transfer outside Bosnia and Herzegovina

To protect our contact form from automated abuse, the website uses **Google reCAPTCHA v3**, a service provided by Google. For technical reasons this service is loaded on **every page** of the website, not only on the page containing the contact form.

When a page loads, reCAPTCHA transmits to Google your IP address and information about your interaction with the page (such as mouse movement, time spent and similar signals), which Google analyses in order to distinguish human visitors from automated software. Google may store this information and may process it on servers located **outside Bosnia and Herzegovina, including in the United States.**

The Institute has no influence over the scope of the data collected by Google or over the manner in which Google subsequently processes them. Information about Google's processing is available in Google's own

privacy policy at policies.google.com/privacy.

8. Retention periods

Personal data collected via the website are retained for as long as is necessary to fulfil the purpose for which they were collected, unless a longer period is required by law or by a legitimate interest.

Data	Retention period	Notes
Contact form enquiries (e-mail correspondence)	Until the purpose of the communication is fulfilled	Then deleted, unless a longer period is required by law. Not stored in the website database.
Web server access logs	For as long as necessary for security purposes	Held by our hosting provider and used to keep the website secure.
Consent record (cookies set by the consent tool)	30 days	See the Cookie Policy.
Data processed by Google reCAPTCHA	Determined by Google	Outside our control — see section 7.

9. Rights of the data subject

A data subject whose data are processed by the Institute has, in accordance with the Law on Personal Data Protection, the following rights:

- **Right of access** — the right to obtain confirmation as to whether we process your personal data and to be granted access to such data;
- **Right to rectification** — the right to request the rectification of inaccurate, and the completion of incomplete, personal data relating to you;
- **Right to erasure** — the right to request the erasure of your personal data, in accordance with the conditions prescribed by law;
- **Right to restriction of processing** — the right to request a temporary restriction of processing in certain cases;
- **Right to object** — the right to object at any time to the processing of personal data based on the legitimate interest of the Institute;
- **Right to withdraw consent** — where processing is based on consent, you have the right to withdraw that consent at any time, without negative consequences;
- **Right to data portability** — in cases provided for by law, the right to receive the data you have provided to us in a structured and readable format and to transmit them to another controller;
- **Right to lodge a complaint** — if you consider that your rights have been violated, you may lodge a complaint with the Personal Data Protection Agency of Bosnia and Herzegovina.

Through the website, the Institute does not carry out automated individual decision-making that would produce legal effects for you as a data subject.

To exercise these rights, please contact us by e-mail at izhr@human.ba.

10. Data security

The Institute applies technical and organisational protection measures to ensure the confidentiality, integrity and availability of your data collected via the website. These measures include encrypted transmission of the entire website over HTTPS, access to the administration of the website restricted to a small number of authorised persons, and protection of the contact form against automated abuse.

We will take all reasonable measures to ensure a satisfactory level of security, but we draw your attention to the fact that no form of data transmission over the Internet, or any form of electronic data storage, provides

100% absolute protection, and therefore we cannot guarantee absolute security.

In the event that, as data controller, we become aware of a personal data breach and assess that the breach could result in a high risk to your rights and freedoms, we will inform you and the Personal Data Protection Agency.

11. Confidentiality of data

When you visit the website, your personal data remain confidential, unless you voluntarily choose to disclose them. Data collected via the website constitute confidential information in accordance with applicable regulations. Access to such data is possible only within the framework of authorisations and granted access rights.

12. Cookies and spam protection

The website uses only a small number of cookies: those which record your cookie choice, those which the content management system sets for signed-in administrators, and a cookie set by the Google reCAPTCHA spam-protection service. The website does **not** use analytics, advertising or social-media tracking cookies, and does not track you across other websites.

On your first visit we display a cookie notice which allows you to accept, refuse or customise your cookie selection. You can manage cookie settings at any time through your browser. Detailed information about each individual cookie, its purpose and its duration is set out in a separate document — the **Cookie Policy**.

13. Links to other websites

Our website contains links to other websites that we do not operate, including the website of our journal *Human Research in Rehabilitation* and the websites of other scientific journals and institutions. If you click on such a link, you will be directed to that third-party website. We recommend that you familiarise yourself with the Privacy Policy of every website you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of third-party websites.

14. Children's privacy

Our website is not intended for persons under 18 years of age ("children") and we do not knowingly collect their personal data.

If you are a parent or guardian and become aware that your child has provided us with their personal data, please contact us.

If we become aware that we have collected personal data from children without parental review or consent, we will take steps to remove such data from our pages.

15. Changes to this Policy

We reserve the right to amend this Privacy Policy Statement in accordance with legal requirements and technical changes. All amendments will be published on the website, and we recommend that you periodically review the Privacy Policy Statement to keep informed of any changes.