

PRIVACY AND COOKIES POLICY (Cookies)

General information on privacy protection and personal data protection

Gaining and maintaining trust is essential to what we do. That's why we are truly committed to transparency in our relations and privacy practices. Any personal information and data that will be disclosed to us, and are considered personal data, will be processed only if there is a legal basis for it, i.e. only for specific purpose and of course with your consent in cases where it is necessary. That is why we invite you to get involved in all our activities with full trust in terms of protecting your personal and other data. We do not collect information or personal data from children.

This document is a Privacy and Cookies Policy and can help you find the necessary information on how we treat your personal data, i.e. cookies. Read this document carefully and completely in order to find out which personal data we collect, i.e., how we collect, use, share, store and disclose your personal data. Our Privacy and Cookies Policy will be regularly changed or updated in accordance with our activities and needs of which you will be notified in a timely manner. If you have further questions, please contact us directly at: info@iarm.gov.mk

Contact information of the Controller

The Institute for Accreditation of the Republic of North Macedonia in accordance with the Law on Personal Data Protection (Official Gazette of RNM No.42/2020) is in the capacity of a controller of the personal data which it processes, unless otherwise stated in this document. There are several ways you can contact with the controller, including telephone, email, live chat and posting. You can find more details on our website www.iarm.gov.mk

Our postal address is:

Kej Dimitar Vlahov No.4, building 2, floor 3, 1000 Skopje.

Contact details of the person responsible for data protection.

Our data protection officer (officer) is Dimitar Gjeorgjievski. You can contact him by email posted on the website as well as through our e-mail address: info@iarm.gov.mk and through postal address.

How do we get the information and the personal data we process?

Most of the personal data and information we process are provided to us directly by you for one of the following reasons:

- You choose access to our services and resources;
- You submit a request for information to us;
- You want to attend or you have attended an event we have organized;
- You have applied for a job with us;
- You represent your organization.

The data we collect are limited to the types of information that can usually be found on your business card and generally, but do not exclusively they refer to:

- Your name and surname;

- Title/position of your job;
- The name of the company/institution where you work;
- Your official email address and
- Your telephone number.

Information we receive while you browse our website (data browsing):

In addition to the types of information you wish to provide to us, we also receive the following technical information, which under certain conditions may still be considered as personal data, alone or when combined with other data:

- The IP addresses and/or domain names of the computers which you use when using our services;
- URI (Unique Resource Identifier) addresses of the resources required by your web browser;
- Time of request;
- The method which your web browser uses to submit the request to the server;
- The size of the file received in the response;
- The numeric code that indicates the status of the answer from the server (successful, error, etc.); and
- Parameters related to the operating system you are using.

Using and sharing your personal data.

Any personal data which you provide to us are used by us to provide to you the highest quality of our services and information listed in this document. We will never sell your personal data to anyone, nor will we give them to someone else for unauthorized use. For now, we do not share your personal data with third parties which could facilitate the delivery of our services for example. Our plan for the future is to use a third party service to send you information on newsletters in case you have agreed to this, but this will be a matter of updated Privacy and Cookies Policy for which an additional announcement will be published on our website in due time.

Any personal data we acquired during your use of our services are used in order our website to obtain anonymous statistical information, as well as to check their proper functioning or improve the quality of our services. These data are deleted immediately after processing. We shall not share your information or personal data with third parties for the purpose of direct marketing unless we have your explicit consent to do so.

Your rights to protect your personal data:

According to the Law on Personal Data Protection, you have rights that we need to inform you about. The rights available to you depend on the purpose, i.e. the reason for processing your personal data. More information on this topic can be found on the website of the Personal Data Protection Agency www.azlp.mk i.e. you can ask a question to our personal data protection officer at the published contact e-mail address or to the competent state body, i.e. regulatory body at info@privacy.mk. In addition, you will find the basic or primary information related to the mentioned rights:

1. Right of access

You have the right to request copies of your personal data from us. This right always applies. There are some exceptions, according to the law, which means you may not always be able to get all the information we process.

2. Right to correction

You have the right to ask us to correct the information that you think is incorrect. You also have the right to ask us to complete any information that you think is incomplete. This right always applies.

3. Right to delete

You have the right to ask us to delete your personal data in certain circumstances. This right is applied only under certain conditions in accordance with the law.

4. Right to restrict processing

You have the right to ask us to restrict or stop the processing of your personal data in certain circumstances in accordance with the law.

5. Right to object (request to stop processing completely) the processing.

You have the right to object to processing only if the processing of your personal data is not part of our legal obligations or is in our legitimate interest.

6. Right to data portability

This applies only to the information which you provide to us. You have the right to request that we transfer the information i.e. the personal data you provide to us from one organization to another (controller) or give them to you. The law applies only if we process personal data based on your consent, or in a process for concluding a contract in which you are one party, i.e., if the processing is automated or if we process your information for the purpose of enforcing legal obligations in the field of criminal law and procedure.

You will not be required to pay any fees, i.e. compensation for exercising the abovementioned rights, except when, depending on your request, it is related to a particularly large number of operations or activities related to fiscal implications, of which you will be informed in advance. In reference to the above, certain exceptions are provided in accordance with the Law on Personal Data Protection. In order to exercise your rights, in accordance with the indicated regulation, i.e. acting upon your request, in accordance with the law, we have a period of one month to respond.

7. Right to appeal (Right to object)

We operate according to high standards when it comes to processing your personal information, however, If you have any questions or problems, please contact us at info@iarm.gov.mk and we will reply.

In any case, if you remain dissatisfied, you can file a complaint about the way we process your personal information to the Personal Data Protection Agency at info@privacy.mk

You attend an event, seminar or workshop, you apply for an assessor/expert or you are part of another activity of the Institute for Accreditation to the Republic of North Macedonia

Purpose and legal basis for processing:

Our purpose is to collect this information, i.e. personal data in order to be able to realize the event and how to provide you with appropriate, quality and affordable service.

The basis on which we rely for the processing of your personal data in these cases is the Law on accreditation, and in certain circumstances it is our legitimate interest as well as your consent.

What we need, i.e. what you need to know in this case is:

If you want to apply for an assessor or to attend any of our events, you will be asked to provide your personal contact information, including the name of your organization/institution and if your presence is confirmed, we may request certain information about your preferences and habits if it is an event that is being held with physical presence. We can also request payment if there is a fee for attendance, i.e., participation.

Why do we need this information?

We primarily use this information to facilitate the holding of the event and to provide you with quality service, but in certain cases we also use it to meet goals in accordance with the law. Also, we often need this information or personal data so that we can communicate with you or respond to your request.

We do not share this information or personal data with anyone and we delete them immediately after the event, unless there are legal impediments to doing so. You can see the details in the cookies section.

We do not publish participant lists for events.

How long do we store your personal data?

When you visit our website, your browser automatically sends information to the server of our website, *www.iarm.gov.mk* which is temporarily stored in a file. In any case, details and storage deadlines can be seen in the cookies section.

About the cookies (Cookies)

Cookies ("cookie") are small files that are used to collect information that allows you to recognize your computer or other device on your next visit to our website which enables faster and more adequate access. Also, in certain cases we write information in the form of "Cookies" on your computer, i.e., another device which you use to join *www.iarm.gov.mk* in order to adjust the visit to the website according to your needs and habits.

All information that is memorised or stored within the "Cookies", will be used only for the needs of our website in a way that your privacy or personal data will not be compromised.

By using this website *www.iarm.gov.mk* YOU agree, i.e. accept the provisions listed in The Controller's Privacy and Cookies Policy.

Why we use cookies (Cookies)?

On this website we use cookies (Cookies) for the following reasons:

- For technical operation of the website;
- For collecting aggregate and anonymous statistical data;

- To remember your preferences on how the page is displayed (preferences for screen parameters), such as colour contrast or font size;
- To remember/remind us, whether or not you agree with our use of cookies on this website.

When you visit our website, we may collect some data from your search, such as the IP address, the content of the Controller website that you visited, when you visited it, and which website you were redirected to.

When you visit our web site, we use a third party service - Google Analytics to collect standard access information and details of visitor behaviour, but in a manner that no one can be identified, nor is Google allowed to reveal the identity of those who visited our website.

What kind of cookies (Cookies) we use?

We use persistent cookies (Cookies), which remember the search/session when the user shuts down the browser in order to maintain the user's status.

The choice of the cookies you do it through the option – Cookies settings, on the home screen of the IARNM web site.

Information on how to disable cookies for all web sites?

The "Help" menu in the browser's toolbar of your computer provides the following user information:

- How to prevent the acceptance of new cookies in the browser;
- How to set the browser to notify you when you receive a new cookie;
- How to turn off cookies completely.

There is a lot of information about cookies in case you want to read more, such as: <http://www.allaboutcookies.org> (in English).

For example, if you are using Internet Explorer version 11.0, you must do the following:

- select "Settings", then "Internet Options";
- click on the "Privacy" tab;
- Use the drop-down menu to select the options you prefer.