

PRIVACY POLICY

EcoTrek

Last Updated: [September 1, 2025.]

Eco Trek (“the App”) is developed for the Municipality of Han Pijesak (“we,” “our,” or “us”). We respect your privacy and are committed to handling data responsibly, in accordance with applicable laws, including the General Data Protection Regulation (GDPR).

1. Data Controller

The data controller responsible for processing personal data in Eco Trek is:

Municipality of Han Pijesak

Address: Aleksandra Karađorđevića 4, 71360 Han Pijesak, Bosnia and Herzegovina

Email: opstinahp.projekti@gmail.com

2. Information We Collect

- **Guest Users:** No personal data is required to read news, view tours, or explore animal information. Guests use the App anonymously.
 - **Admin and Tour Guide Accounts:** For municipal staff (Admins, Super Admins, and authorized Tour Guides), we may collect account information such as name, email, and login credentials in order to manage tours, news, animals, and user accounts.
 - **Usage Data:** We may collect limited technical information (such as device type, operating system, app version, and performance data) to ensure the App runs securely and efficiently.
 - **Location Data:** The App uses Mapbox to provide location-based features for tours and animal tracking. This data is related to tourist and conservation content, not individual users.
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3. How We Use Information

We process information to:

- Provide access to Eco Trek's core features (news, tours, maps, animal tracking).
 - Manage municipal staff accounts (Admins, Super Admins, Tour Guides).
 - Maintain security, prevent misuse, and improve performance.
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4. Third-Party Services

The App uses the following external service:

- **Mapbox** – for maps and location-based features. Mapbox may collect limited technical and location data in line with the Mapbox Privacy Policy.

We do not sell or share your personal data with any other third parties.

5. Legal Basis for Processing

We process data under the following bases:

- **Public Interest / Official Authority** – providing digital tourism and conservation services on behalf of the municipality.
 - **Legitimate Interest** – ensuring the App functions securely and efficiently.
 - **Consent** – where location-enabled features are actively used.
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6. User Rights (GDPR)

- **Guest Users:** No personal data is collected. Guests can use the App freely and anonymously.
- **Administrative Accounts (Staff):**

- **Tour Guides:** Have accounts, but cannot delete them directly. Their accounts are managed by Admins or Super Admins.
- **Admins and Super Admins:** Can create, update, and delete staff accounts (including Tour Guides).

Under GDPR, administrative users have the right to:

- Access the personal data we hold about them.
- Request correction of inaccurate information.
- Request deletion of their account through an Admin or Super Admin.
- File a complaint with a data protection authority if they believe their data is being misused.

To exercise your right of access, please contact our Data Protection Officer:
opstinahp.projekti@gmail.com

7. Data Retention

- No personal data is stored for guest users.
- Admin and Tour Guide account information is retained as long as the account is active.
- Data may be retained longer if required by municipal regulations or legal obligations.

8. Security

We apply technical and organizational safeguards to protect information. However, no system is completely secure, and we cannot guarantee absolute protection against all risks.

9. Children's Privacy

Eco Trek is not designed specifically for children. In line with the General Data Protection Regulation (GDPR), we do not knowingly collect personal data from children under the age of 16. Guest users can use the App without providing personal data.

10. Changes to this Policy

We may update this Privacy Policy from time to time. Updates will be published in the App, and the "Last Updated" date will be revised.

11. Contact Us

For questions regarding this Privacy Policy, please contact:

Municipality of Han Pijesak

Address: Aleksandra Karađorđevića 4, 71360 Han Pijesak, Bosnia and Herzegovina

Email: opstinahp.projekti@gmail.com

12. Credits

All illustrations inside the app are provided by Storyset - <https://www.storyset.com>

13. EU Funding Disclaimer

This application is part of the project "Development of rural tourism as a basis for future sustainable development in the cross-border region of Serbia and Bosnia and Herzegovina," co-financed by the European Union under the Instrument for Pre-accession Assistance (IPA II) through the Cross-border Cooperation Programme Serbia–Bosnia and Herzegovina 2014–2020.

The funding agreement with the Ministry of Finance of the Republic of Serbia – The Department for Contracting and Financing of EU Funded Programmes (CFCU) has been signed.

The content of this application is the sole responsibility of the Municipality of Han Pijesak and does not necessarily reflect the views of the European Union.