

## **The Terms Of Use**

### **1. Donations**

The operation of the website [www.fbd.org.rs](http://www.fbd.org.rs), donations made through the website, as well as all other issues related to it, are regulated by the laws of the Republic of Serbia. The courts of the Republic of Serbia will be competent for all possible disputes related to the donation.

#### **1.1. Donors**

Payments of donations can be made by all interested persons residing in Serbia or abroad.

#### **1.2. Donating**

The donor agrees that the funds paid in the name of the donation are unconditionally transferred to the ownership of FSD, Forum for Security and Democracy, (Str. Obalskih radnika 4G, 11000 Belgrade, CID/MB:17562509, Tax Id/PIB 103398657) as the organization that manages the site [www.fbd.org.rs](http://www.fbd.org.rs)

##### **1.3.1. Entering the donation amount**

All payments will be made in the local currency of the Republic of Serbia - dinar (RSD).

The middle exchange rate of the National Bank of Serbia is used for the informative presentation of prices in other currencies.

The amount for which your payment card will be charged will be expressed in your local currency through conversion at the exchange rate used by credit card organizations, which is unknown to us at the time of the transaction. As a result of this conversion, there is a possibility of a slight discrepancy from the original price listed on our site.

Donations are not subject to VAT.

##### **1.3.2. Purchase order review, confirmation, and payment**

By entering the data into the form (donor data, payment card data, and amount) and through confirmation on the appropriate button, the donor confirms the selected donation amount, after which it will be redirected to the purchase order. The purchase order contains an overview of the basic details regarding the donation: the amount and information about the donor. Before confirming the purchase order, you can cancel the donation or make changes to the donation.

By confirming the purchase order, the donor pays for the donation.

Afterward, if the transaction was successful, the donor will be shown a notification that the payment was successfully made, and then he will receive a confirmation of the payment to the email address they've specified.

In case the transaction was unsuccessful, the donor will be notified.

Data on the payment card that the donor enters when donating are visible only to the payment card processor Corvus Pay and Banka Intesa Belgrade.

FSD does not have access to donor payment card information at any stage of the donation.

#### **1.4. Protection of confidential transaction data**

When entering payment card data, confidential information is transmitted via the public network in a protected (encrypted) form using the SSL protocol and PCI DSS system, the most modern current cryptographic technology.

The security of the data at the time of purchase is guaranteed by the payment card processor, Corvus Pay, so the complete billing process is performed on their website.

At no time is the payment card information available to our system.

#### **1.5. Complaints**

In case of any eventual problems related to the donation, the donor can make a complaint at the email address: [donor@fbd.org.rs](mailto:donor@fbd.org.rs)

#### **1.6. Refunds**

Donation refunds are possible in case the payment was made by misuse of the payment card by third parties, or in case the wrong amount of the donation was entered during payment, in accordance with the procedure prescribed by these Terms of Use.

In cases of wrong donation amounts, it is necessary to submit a scanned written and reasoned request for a refund, in free form and signed by the payment cardholder, within 120 days of payment of the donation, to the e-mail address [donor@fbd.org.rs](mailto:donor@fbd.org.rs) or by mail to the address FBD, B.Baruh 9, 11158 Belgrade. Along with the request, it is necessary to submit an email with a confirmation of the transaction, a scanned ID card of the cardholder, and a contact phone.

The donor will be contacted by the FSD within 30 working days after the request is received. FSD can only send the refund to the account linked to the payment card with which the donation was made.

Refunds are made exclusively through VISA, EC / MC and Maestro payment methods, which means that the bank will refund the funds to the cardholder's account at the request of FSD.

Requests for refunds submitted after the expiration of the period of 120 days from the payment of the donation, or to an address not listed here, will not be considered.

## **2. Privacy Protection**

FSD is committed to and guarantees the protection and privacy of all donors' data through this site. FBD collects only the necessary data on donors, data necessary for business, and information of donors in accordance with good business practices and in order to provide

quality service. All donor data is kept in accordance with the law. All FSD employees and associates are obligated to respect the right to privacy.

FSD pledges not to use this data for any other purpose without the donor's consent. The donor can request at any time to stop receiving information and messages from FSD and FSD is obligated to comply with his request.

### **3. Intellectual property protection**

The content displayed on this website may not be used without the prior consent of FSD.

### **4. Communication with users**

All communication between donors and FBD takes place via email

donor@fbd.org.rs

Contact phone: +381 (0)11.405.24.67

### **5. Validity and changes to the terms of use**

With regard to donations, the Terms of Use that were valid on the day of the donation apply. FSD reserves the right to change the Terms of Use at any time. Terms of use come into force on the day of publication on the site [www.fbd.org.rs](http://www.fbd.org.rs).

### **6. Privacy Policy**

As a Civil Society Organization/NGO FBD/FSD, Forum for Security and Democracy, e-mail fbd@fbd.org.rs (hereinafter: FBD) processes your personal data and undertakes and guarantees the protection and privacy of data of all donors, in accordance with the current legal framework of Serbia and the European Union.

FBD collects only necessary basic data on donors, data necessary for business, and informing users in accordance with good business practices and in order to provide quality service (email address, name, phone number).

Your data is used to provide basic services, process transactions, and offer new content and services. All donor data is strictly kept and is only available to employees who need the data for employment-related purposes. All FSD employees and associates are responsible for respecting the principles of privacy.

FBD does not forward, sell, or rent personal information to third parties or use it for any other purposes.

FBD stores your data for the duration of the service. FBD does not perform automated decision-making and profiling. FBD transfers personal data outside the territory of the European Union to Serbia, and data transfer is carried out on the basis of the Standard Clause on Personal Data Protection adopted by the European Commission. FBD does not transfer personal data outside of the Republic of Serbia.

You can exercise your rights by contacting FSD, Braće Baruh 9, 11158, Belgrade, [donor@fbd.org.rs](mailto:donor@fbd.org.rs)

The competent body for the protection of personal data is the Commissioner for Information of Public Importance and Personal Data Protection of the Republic of Serbia. You can contact the commission at the address Bulevar kralja Aleksandra 15, 11000 Belgrade, Republic of Serbia, by email at [office@poverenik.rs](mailto:office@poverenik.rs) or by phone at +381 (0) 11 3408 900.

PODRŽITE   
SUPPORT