

Privacy Policy!

Browsing the website of Sparkasse Bank d.d. Bosna i Hercegovina (www.sparkasse.ba) (hereinafter: website) is anonymous, no data is collected on this occasion to allow your identification.

Sparkasse Bank d.d. (hereinafter: the Bank) automatically collects information about accessing the website. This data is used by the Bank for the purpose of offering its services, maintaining their quality, and obtaining general statistics related to the use of the website.

By entering your personal information in the fields provided for that purpose on the website, you acknowledge that you have voluntarily provided your personal information and that you allow the Bank to use it for the purposes for which the information is given, for which we will provide a special alert to you. When entering personal information to the provided fields on the website, we will refer you to this Privacy Policy to get acquainted with your rights regarding protection of the personal data concerned.

In accordance with the foregoing, we hereby inform you that the Bank is the manager of the processing of personal information you entered in the foreseen fields on the website and the subject information is used solely for the purpose for which it is voluntarily provided to the Bank.

The Bank respects the privacy of users and uses technology that protects privacy of users.

Privacy Policy is primarily concerned with collection and processing of personal information on the Bank's website, in internet banking (netBanknig) and in the mobile banking application (mBanking).

The use of electronic banking (netBanking and mBanking) is governed by an Application Form/Agreement between the Beneficiary and the Bank prior to the activation of the service and start of use as well as the General Terms and Conditions of the Bank for doing business with individuals.

If you agree to use cookies, the Bank may use the collected information to provide you with a more efficient customer service, make it easier for you to use the website by removing the need for frequent typing of the same information or for customizing the website for your personal preferences and interests.

The Bank does not sell, rent or lend personal information of website users to third parties and protects your personal data against unauthorized access. The Bank may, if you agree to use cookies, use your personal information for specific purposes such as various statistical analysis, advertising, enabling user support or similar needs.

The Bank pays special attention to protecting privacy of its users. The Bank will consider your comments and suggestions in connection with this Policy, as well as other remarks on data and information management. You can contact us at the Info line number 033 280 300, e-mail address: info@sparkasse.ba or at the address of the Bank: Zmaja od Bosne 7, 71.000 Sarajevo, BiH.