

TERMS OF USE

These Terms of Use apply to access and use of the website www.cetin.rs (hereinafter referred to as: "Website") as well as to the use of digital content and features available on the Website, and are legally binding for all visitors and users of the Website (hereinafter referred to as: "User"):

The owner of the Website and all content available on it is the commercial company **CETIN d.o.o. Beograd - Novi Beograd**, Omladinskih brigada No. 90, 11070 New Belgrade, Corporate ID: 21594105, (hereinafter referred to as: CETIN)

1. General Provisions and Acceptance of Terms of Use

- 1.1. CETIN is a commercial company established in accordance with the laws of the Republic of Serbia and conducts its business in accordance with the relevant legislation of the Republic of Serbia.
- 1.2. By accessing the Website www.cetin.rs, using the content and options available on the Website for any purpose, the User accepts these Terms of Use as legally binding and agrees to comply with them when using the Website.
- 1.3. CETIN reserves the right to modify or amend the Terms of Use, as well as all other regulations and policies set out on the Website, at any time, and such changes take effect on the day of their publication on this website. CETIN recommends that Users periodically check the Terms of Use, Privacy Policy, and other regulations and policies available on the Website to be aware of any changes.
- 1.4. These Terms of Use are interpreted in accordance with the relevant laws of the Republic of Serbia.

2. Using the Contact Form Available on the Website

- 2.1. Website users have the opportunity to, by entering the appropriate data into the available contact form on the Website, submit a question related to CETIN's business, submit a complaint for whistleblowing purposes, or contact CETIN for other reasons.
- 2.2. CETIN will strive to respond to each inquiry or complaint to the sender within a reasonable timeframe, except in situations where relevant law prescribes a specific deadline for response, in which case CETIN will respond within the legal timeframe.
- 2.3. When using the contact form, Users will be asked to share certain personal data (for example, name and surname, email, or similar) with CETIN, so CETIN can send a response to the User. All mentioned personal data will be processed in accordance with CETIN's Privacy Policy available on the Website.

3. Content on the Website and Intellectual Property Rights

- 3.1. For the purposes of these Terms of Use, the term "Content" includes, but is not limited to, information, data, text, photographs, video and audio files, written posts and comments, software, scripts, visuals, design, signs, trademarks (logo) created, distributed, or otherwise made available through the Website.
- 3.2. The Content is the exclusive property of CETIN and may be used solely for private and non-commercial informational purposes. It is not allowed to duplicate, reproduce, publicly display, or distribute the Content in any way without CETIN's prior written consent.
- 3.3. The User agrees to respect all applicable laws, including, but not limited to, intellectual property laws when using the Website and Content and will not do anything that would infringe on CETIN's intellectual property rights or any other rights.
- 3.4. CETIN retains all intellectual property rights on the Website and Content to the fullest extent permitted by relevant laws.
- 3.5. The User is prohibited from: copying, modifying, processing, broadcasting/performing, distributing, selling, or creating derivative works based on the Website and/or Content, or in any other way using or exploiting the Website and/or Content. The User is prohibited from reverse engineering, decompiling, or otherwise attempting to extract the source code of the Website or any part thereof.
- 3.6. CETIN does not guarantee the availability of the Website and Content and reserves the right at its discretion to remove, modify, or in any way change the Content at any time without prior notice.
- 3.7. CETIN does not guarantee and assumes no liability for: 1) the completeness, accuracy, truthfulness, availability, timeliness, security, and reliability of any Content; 2) compensation for any damage to the User's operating system, data loss, or other damage resulting from their access or use of the Website and/or Content; 4) that the Website and Content will meet the requirements of the User or be available in an uninterrupted, secure manner, or without errors. The User has no rights to lodge any claims against CETIN in connection with the circumstances mentioned in this section, nor to seek any compensation for damages.

4. Rules of Conduct for Website Users

- 4.1. The User is prohibited from undertaking any actions that: 1) cause or may cause unreasonable heavy loads on CETIN's network and infrastructure; 2) interfere with or attempt to interfere with the regular functioning of the Website and Content; 3) breach any security protocols and functionalities of the Website and Content.
- 4.2. The User is prohibited from: 1) using reverse engineering, decompiling, disassembling, decrypting, or otherwise attempting to derive the source code for the Website, or any part thereof, copying, or modifying, or creating derivative ideas, products, and/or services based on the Website and/or Content, or any related technology.

- 4.3. In the case of violation of the rules of conduct set forth in these Terms of Use, CETIN has the right to seek compensation for damages from the User.

5. Limitation of Liability

- 5.1. Use is at the exclusive risk of the User. CETIN is not liable for any kind of material or immaterial damage incurred in connection with the use of the Website and/or Content.
- 5.2. CETIN is not responsible for any Content that the User accesses within the Website, nor is it responsible for the accuracy, copyright, or any other legal and non-legal aspects of the Content.
- 5.3. CETIN does not guarantee nor is responsible for the uninterrupted use of the Website and Content, nor is it in any way responsible for any temporary unavailability of any individual part of the Website and/or Content, nor for partial or complete non-functioning or malfunctioning of the same, nor for consequences that may arise from the use of the Website, due to potential technical problems or force majeure.
- 5.4. The Website and Content may be temporarily unavailable or available in a limited scope, due to regular maintenance of the system or in case of its improvement.
- 5.5. CETIN is not responsible for damage or injuries that may arise from hidden defects, errors, interruptions, deletions, failures, delays in operation or transmission of computer viruses, communication breakdowns, contract terminations, conduct contrary to the Terms of Use, negligence, etc.
- 5.6. The Website and Content are provided “as is” and “as available” without any express or implied warranties.