

KARMUS d.o.o.

Ul. 8. Marta bb, 72220 Zavidovići

ID: 4219241480000

PDV: 219241480000

Phone: +38762400710

K O N S T R A L

Privacy Policy

Last updated: 16 July 2026

KONSTRAL is a business brand operated by KARMUS d.o.o. Throughout this Privacy Policy, references to "KONSTRAL", „Company“ "we", "our", or "us" refer to KARMUS d.o.o., which acts as the data controller for personal data collected through this website. KONSTRAL respects your privacy and is committed to protecting the personal data of our clients, business partners, suppliers, job applicants, and visitors to our website.

This Privacy Policy explains what personal data we collect, how we use it, how long we keep it, and what rights you have regarding your personal information.

By using our website, you acknowledge that you have read this Privacy Policy.

1. Who We Are

KONSTRAL is an architecture and engineering company providing professional services including:

- Architectural Design
- Interior Design
- Engineering Consultancy
- Construction Documentation
- Project Management
- Design & Build Services

Data Controller

KARMUS d.o.o.

Zavidovići, Bosnia and Herzegovina

Email: info@konstral.com

2. Personal Data We Collect

Depending on how you interact with us, we may collect the following information.

Information you provide

When you submit a contact form, request a quotation, apply for a job, or communicate with us, we may collect:

- Full name
- Company name
- Email address
- Telephone number
- Country or location
- Project details
- Any documents or files you voluntarily provide
- Any additional information included in your message

Technical Information

When visiting our website, certain technical information may be collected automatically, including:

- IP address
- Browser type
- Operating system
- Device information
- Referring website
- Pages visited
- Date and time of access
- Cookies and similar technologies

3. How We Use Your Information

We process personal data only where necessary and for legitimate business purposes.

Your information may be used to:

- Respond to enquiries
- Prepare project proposals and quotations
- Communicate regarding ongoing projects
- Deliver architectural and engineering services
- Improve our website and user experience
- Maintain website security
- Detect and prevent fraud or misuse
- Comply with legal and regulatory obligations

We do not sell personal data to third parties.

4. Legal Basis for Processing

Where applicable under the General Data Protection Regulation (GDPR), personal data is processed on one or more of the following legal bases:

- Performance of a contract
- Taking steps prior to entering into a contract
- Compliance with legal obligations
- Legitimate business interests
- Your consent, where required

5. Sharing Your Information

We only share personal data where necessary for operating our business. This may include:

- Website hosting providers
- Email service providers
- IT support providers
- Cloud storage providers
- Professional advisers
- Government authorities where legally required

All third-party providers are required to process personal data securely and only for the agreed purpose.

We never sell or rent personal data.

6. International Data Transfers

Some of our service providers may process data outside Bosnia and Herzegovina or the European Economic Area.

Where international transfers occur, appropriate safeguards are implemented to ensure personal data remains adequately protected in accordance with applicable data protection laws.

7. Data Retention

We retain personal data only for as long as necessary.

Typical retention periods include:

- Contact enquiries — up to 24 months
- Project documentation — for the duration of the contractual relationship and any applicable legal retention period
- Financial records — as required by accounting and tax legislation

- Job applications — up to 12 months unless a longer retention period is agreed

When data is no longer required, it is securely deleted or anonymised.

8. Data Security

We implement appropriate technical and organisational measures designed to protect personal information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access.

These measures include:

- SSL encryption
- Secure hosting infrastructure
- Access controls
- User authentication
- Firewall protection
- Regular software updates
- Backup procedures
- Limited employee access based on business need

Although we take reasonable measures to protect personal data, no method of electronic transmission or storage is completely secure.

9. Your Rights

Subject to applicable data protection legislation, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict processing
- Object to processing
- Request data portability
- Withdraw consent where processing is based on consent

Requests may be submitted by contacting us using the details below.

10. Cookies

Our website uses cookies and similar technologies to:

- ensure proper website functionality
- improve website performance
- analyse visitor behaviour

- enhance user experience

More information is available in our Cookie Policy.

11. Third-Party Services

Our website may use third-party services that process limited technical information, including but not limited to:

- Google Analytics
- Google Maps
- Google Fonts
- YouTube
- Cloudflare
- Social media integrations

Each provider processes data in accordance with its own privacy policy.

12. Links to Other Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites. We encourage visitors to review the privacy policies of any external websites they visit.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our business operations.

The latest version will always be published on this page together with the updated revision date.

14. Contact

If you have any questions regarding this Privacy Policy or the processing of your personal data, please contact us:

KARMUS d.o.o.

Zavidovići, Bosnia and Herzegovina

Email: info@konstral.com

15. Recruitment and Job Applications

When applying for a position through our Careers page, we process the information you voluntarily submit, including your CV, cover letter, employment history, education, qualifications, and other supporting documents.

Application data is used solely for recruitment purposes and is accessible only to authorised personnel involved in the hiring process.

Unless otherwise required by law or agreed with the applicant, recruitment data is retained for up to 12 months, after which it is securely deleted.

This version of the document represents the official (PDF) version of the Privacy Policy.