

PRIVACY POLICY

This Privacy policy refers to mobile application “112 MNE” of the Ministry of the Interior of Montenegro. Read carefully this Privacy policy before downloading the 112 MNE application. If you do not agree with terms and conditions, do not download it and use it.

1. Introduction

112 MNE application is available on Google Play Store in Montenegrin and English language. By accepting this Privacy policy, you are granted the permission to use this application. By reading this statement, you will understand how the user’s personal data is processed.

112 MNE application is developed in cooperation between the Ministry of the Interior – Directorate for Emergency Management of Montenegro and NATO Alliance. This partnership is realized through Science for Peace and Security Program, NATO SPS ARCECP G4968 Project (Advanced Regional Civil Emergency Coordination Pilot). These activities represent significant investment by the NATO Alliance in civilian structures, with the engagement of scientists, i.e. young researchers in the project, who also developed this application.

2. Definitions

The following terms are used in this Privacy policy:

- “you”, “your”: user of application;
- “we”, “us” or “our”: Ministry of the Interior of Montenegro, Bulevar Svetog Petra Cetinjskog, No 2;
- “application”: 112 MNE application (including all patches and updates of this application);
- “emergency situation”: any event where users find themselves in distress, where their health or life are endangered, or material and cultural goods, and environment;
- “OKC 112”: Operational communication center 112 for emergency calls;
- “basic number”: represents the number assigned to the SMS service of the application, through which the SMS emergency messages are sent to 112 number;
- “UI”: user interface (application names, text, etc.);
- “GPS”: Global Position System.

3. Description of 112 MNE application

112 MNE is a mobile application primarily intended for providing assistance in emergencies. It is accessed in the “OKC112 SOS” part, which contains:

- **Get location**, where the user can get his or her GPS location with address, copy and send it;
- **Get and send the location via SMS** to 112 emergency service. The message contains a call for help in Montenegrin and English, with GPS coordinates and Google Maps hyperlink and
- **Call OKC112**, for an emergency call the user must manually confirm that he or she wants to send SMS with GPS location before the 112 number is dialed. After the confirmation, the application sends an SMS with the given information and opens the call box on the user’s phone, where the user must manually dial the printed 112 number.

Also, the application provides information service:

- **Weather Forecast** (Latest Measurements, Daily Forecast, Extended Weather Forecast, Sea Conditions, Sea Temperature, Forecast by Cities, and Snow Cover Height);
- **Road conditions** (Information on road conditions in Montenegro, with visual display – information on the map, and a call to the duty service of the Auto-moto Association of Montenegro, Road Conditions with the option of selecting the route of the trip. Roadside Assistance with an overview of the nearest towing service regarding the GPS location of the user, and Border Crossings - an access to cameras at Montenegrin border crossing in real time);
- **Electrical Grid Maintenance** (Information on planned power cuts, and an overview by cities of on-call services of the Montenegrin electricity distribution system),

- **Seismological data** (detailed information on latest earthquakes in Montenegro with a possibility of calling on-call services of Sector for Seismology, List and information on recent earthquakes in the area, List and information on recent earthquakes in the world).

4. Use of the application

The application is used as follows:

- If an emergency occurs, in which there is a need for assistance, you can use this application for an emergency call or SMS. By calling 112 or sending an SMS on 112 (basic number behind 112 number to which application sends an SMS is +382 67 189 073) you will be automatically connected to the emergency on-call operator in OKC112. SMS and calls to 112 are free of charge. This feature does not require the user to have internet on his or her device.
- The Internet is necessary if information service from section 3 subsection 2 indents 1 to 4 is used. Data is downloaded from official sites of Institute of Hydrometeorology and Seismology of Montenegro, Auto-moto Association of Montenegro, Montenegrin electricity distribution system (CEDIS), and Ministry of the Interior. Using the Internet may incur costs according to the pricelist of the mobile phone operator of the user. In case when information service of the application does not function due to lack of internet on the user's device, the service provider of this application and mobile phone operator of the user are not responsible.
- For the "Road Conditions" and "Roadside Assistance" information service, the number of requests per specified service and user is 3 per day.
- Calling the on-call services from information service of the application can be charged according to the pricelist of the mobile phone operator of the user.
- The application is available in Montenegrin and English language. UI of the application is available in both aforementioned languages, while the data of the information service of the application is available exclusively in Montenegrin. In information service there is integrated option "Translate" that automatically translates the available data from Montenegrin to English through Google Translate service.
- In order to use this application, your device must be turned on, airplane mode must be off, your device must be connected to the Internet, and your GPS location must be known.

5. Scope of permission

Permission granted for use of the application is valid for the territory of Montenegro, as described in this section. Using the application outside the territory of Montenegro is not possible nor allowed. In using this application, you are not allowed to:

- Install this application on the device that is not yours.
- Make this application available to the third party on the (peer-to-peer) network or on any other way;
- Rent or sell the application;
- Grant a sub-permission for use of the application;
- In emergencies, while using the OKC112 SOS option of the application, the user must not misuse the call or SMS to 112 – OKC112 by giving false information or by making a call which is not an emergency;
- Modify the application, modify the application source code and/or develop derivatives of the 112 MNE application.

6. Application misuse

Misuse means: the use of the application in a manner different from the one described in these general terms of use, as well as the use of the application in a manner which violates the rights of a third party. The misuse of the application shall be sanctioned in accordance with the regulations of the state of Montenegro.

7. Use of information / Privacy

We consider that, by using this application, you give your consent to the processing, storage, and use of the following personal information which the application collects and sends to OKC112 dispatchers:

- MSISDN- mobile station international subscriber directory number (mobile phone number) and
- GPS location of the user's mobile phone.

The aforementioned data is necessary to fulfill the primary purpose of the application for faster response and assistance. Collected data shall be processed, kept and used in accordance with current regulations.

8. Location data

Location data of the user is retrieved via GPS of the device on which the application is installed. Your location is retrieved and sent to OKC112 by application in cases of emergency situation, by calling or sending an SMS, or by user's request made by using the "Locate" option. Also, the application retrieves this information when the user uses "Road Conditions" and "Roadside Assistance" services of the application information service. "Road Conditions" option retrieves the location if the user places his or her current location as a starting point of the planned route, while the "Roadside Assistance" option retrieves the location of the user in order to determine the location of the nearest road assistance (tow service). The aforementioned data retrieved in cases of emergencies and with request for help of the user shall be submitted to OKC112 and stored in accordance with current legislation. In case of information service of "Road Conditions" and "Roadside Assistance" options, the application uses the location information locally, on the user's device. This data is not stored nor is submitted to OKC112.

In these cases, the use of the application without retrieving the location is not possible. Location information cannot be turned off, and if at some point you no longer want to use this option, you can uninstall the application from your phone.

9. Permission termination

Permission to use the application may be terminated whenever we or you wish. We have the right to immediately terminate your permission to use this application, in case you violate these terms or if it is decided that you can no longer use this application. You have the freedom to terminate the permission to use this application at any time. After the termination of the usage permit, you shall stop using the application and delete it from your device. We have the right to block your use of the application in any way of our choice.

10. Amendment of the application and amendment of terms of use

We have the right to modify the application (for example, in case of application update), to suspend it, or to stop its use without notice. We cannot be held responsible for any objections or accusations that may arise in the future, as a result of the foregoing change, i.e. unannounced suspension or stopping the use of application. We have the right to modify these terms of use, Privacy policy, for example, if it is necessary due to changes – updates of the application or due to implementation of new legislation. If the terms of use, and the Privacy policy are modified, you will be notified and asked if you agree with modifications. If you do not agree, the use of permit shall be terminated.

11. Intellectual property

The software, including all intellectual property rights it contains, is and remains exclusively the property of the Ministry of the Interior. You agree to prevent unauthorized copying of the software. Any names of the software or in the software, all copies of the software (complete, partial, or in any other form), and all intellectual property rights remain the property of the Ministry of the Interior of Montenegro. Unless expressly noted in this document, the Ministry of the Interior does not grant you any express or implied rights in the context of patents, copyrights, trademarks, or information regarding us. You must respect these rights and do not use any of the

above information for anything other than normal use of the application, as described in this Privacy policy – Terms of use.

12. Liability

We are not responsible for material or non-material damage in any form, arising from the inability of application to function or the malfunction of the application. If it happens, at any point, that application does not function and it comes to an emergency situation, you must contact OKC112 by dialing 112 or other emergency services by calling their emergency number.

We are not responsible for any data loss caused by using this application. The application cannot be related to the operator's response speed to an emergency call, possible lack of response, or the quality of the provided assistance. Also, in case the OKC112 communication system does not work, an emergency call will not be made.

13. Warranty

You are aware and you agree to use the application at your own risk. The usefulness and the quality of the application depends on you and other users who use it properly. We have no influence on that.

We do not guarantee the work or the quality of the application, the accuracy of information that application provides. We do not provide support services. We are under no obligation to update or maintain the application.

The data (information) that the application collects and displays to the user is collected from the official websites of the institutions in Montenegro to whose jurisdiction they belong, which is noted in the application itself: the Institute of Hydrometeorology and Seismology of Montenegro, Auto-moto Association of Montenegro, Montenegrin electricity distribution system (CEDIS), and Ministry of the Interior. We do not guarantee the availability of the data if aforementioned institutions stop maintaining their websites or stop posting and regularly updating information from their competence on their websites.

We do not guarantee fast response or the quality of OKC112 emergency assistance, as the aforementioned do not depend on the application. The application allows users to connect to OKC112 as quickly as possible by giving his or her GPS location, which is a great help to emergency call recipients in OKC112.

No spoken or written message from us can be treated as a guarantee.

14. Applicable law

Montenegrin laws apply to these terms and regulations of Privacy policy, as well as the legal relationship between you and us.

This application is created to comply with the following national and international legislation regarding data protection and user privacy:

- **Personal data protection law** (Official Gazette of Montenegro, No. 79/08, 70/09, 44/12, 22/)
- **Regulation EU 2016/679 of the European Parliament and of the Council of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data** (General Data Protection Regulation)