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## DATA PROTECTION POLICY OF THE CROATIAN LAW CENTRE

The Croatian Law Centre (CLC) protects the personal data of users of CLC's legal counselling, project partners, business associates, and other individuals who contact us and provide us with their personal data. CLC collects only the necessary data required to fulfil its legal and/or contractual obligations and informs individuals about the manner, purpose of collection and use, and, where applicable, the sharing of certain data with third parties. All collected data is stored securely and is accessible only to authorized personnel at CLC. All members of CLC, governing bodies, employees, and volunteers commit to maintaining the confidentiality of all personal data they are authorized to access. We do not process more personal data than is necessary to achieve the purpose of collection.

Collected personal data is saved in electronic and/or physical form. To ensure protection, we apply appropriate technical, organizational, and personnel data protection measures and procedures to prevent unauthorized access by third parties and to ensure the data is used strictly in accordance with the purpose of processing. Personal data is retained in accordance with applicable regulations for as long as necessary to fulfil legal and/or contractual obligations and the purposes of collection. In cases where personal data is collected based on consent, a subsequent withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

By submitting your personal data, you consent to your personal data being processed for the purpose and in the manner provided by this Policy. We collect only those personal data that you have voluntarily provided to us directly or through our business associates and partners, data that is publicly available, or data that may be collected and further processed without consent in cases specified by law.

In accordance with applicable data protection regulations and the General Data Protection Regulation (GDPR), you have the right to request access to, restriction of processing, data portability, rectification, and erasure of your personal data. Data erasure will not be possible if the data is necessary for achieving the purpose of collection or if it was collected based on a legal or contractual obligation—for as long as that obligation persists.

For more information regarding the processing of your personal data, you may contact the CLC's Data Protection Officer via email at [hpc@hpc.hr](mailto:hpc@hpc.hr) or by telephone at **+385 1 4854 934**.

### **Telephone Inquiries and Messaging via Email, Social Networks (WhatsApp, Viber, Telegram, Facebook), SMS, and Other Correspondence**

The CLC ensures the protection of personal data of individuals who reach out to us and provide their personal data via telephone, email, social networks (WhatsApp, Viber, Telegram, Facebook), or physical mail. We also collect content that you create, transmit, or receive from others and submit to us. This includes content such as emails you write and receive, photos, videos, documents, spreadsheets, and any comments posted alongside such content. We use the personal data provided solely to fulfil your requests. We commit to maintaining the content of your inquiry, your contact details (telephone number, email address), and our response as a professional secret and will not share them with third parties.

### **Legal Counselling**

The CLC provides free primary legal aid to citizens of the Republic of Croatia in accordance with the Free Legal Aid Act (Official Gazette 143/2013, 98/2019). Citizens can contact us with inquiries via telephone, email, mail, or in person at CLC premises by prior appointment.

In accordance with free legal aid regulations, we are required to collect personal data i.e. first name, last name, and Personal Identification Number (OIB) and enter it into the Free Legal Aid Application of the Ministry of Justice, Administration and Digital Transformation. Data regarding gender, year of birth, and place of residence is collected solely for statistical purposes to submit an annual report to the Ministry of Justice, Administration and Digital Transformation, which funds our free legal aid project.

The content of the inquiries, the legal aid provided, and the contact details made available to us (e.g., telephone number, email address) are recorded and kept strictly confidential as a professional secret; they are not shared with the Ministry or any third parties.

### **Legal Counselling – Asylum and Foreigners**

The CLC provides free legal assistance to applicants for international protection, persons under international and temporary protection, and third-country nationals in accordance with the Act on International and Temporary Protection (Official Gazette 70/2015, 127/2017, 33/2023, 17/2025, 59/2026), the Foreigners Act (Official Gazette 133/2020, 114/2022, 151/2022, 40/2025, 55/2026), the Free Legal Aid Act (Official Gazette 143/2013, 98/2019), and under project implementation contracts for legal assistance concluded with UNHCR and the Ministry of the Interior.

We collect only data provided voluntarily for the purpose of legal assistance. In certain cases, processing may include special categories of personal data under Article 9 of the GDPR (revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, or processing data concerning health or data concerning a natural person's sex life or sexual orientation), strictly in compliance with specified conditions, for the establishment, exercise, or defence of legal claims before public authorities and/or private entities.

### **Cookie Policy**

By accessing the website <http://www.hpc.hr> and clicking "OK", you consent to the use of cookies.

The website [www.hpc.hr](http://www.hpc.hr) uses cookies and similar technologies to ensure proper website functionality and enhance user experience. Cookies are small files stored on your computer when accessing web pages, typically saved during your first visit. Through cookies, websites can remember your settings and automatically apply them on your next visit. Cookies serve a benevolent purpose, are non-harmful, cannot contain viruses, and provide users with a better system experience.

This website enables visitor measurement via the Google Analytics service. If you wish to disable cookie storage by this service, you may opt out via the following link: [Google Analytics Opt-out](#).

### **Amendments to the Data Protection Policy**

CLC reserves the right to amend and supplement this Policy at any time. All updates and amendments will be published on this website in a timely manner.