

General terms and conditions of use of the application for Srbija Voz ticket sales

These General Rules and Terms of Use of the Application (hereinafter: General Rules) Joint Stock Company for Passenger Railway Transport Srbija voz, Belgrade address: Nemanjina 6, Beograd, activity: public passenger transport performance by rail in domestic and international service, activity code: 4910, company number: 21127124, tax identification number: 109108438, web address: www.srbvoz.rs, phone: +381113602899, e-mail: putnik.info@srbvoz.rs (hereinafter: Srbija Voz) determines the conditions of access and use of the application for ticket sales (hereinafter: Application).

Users of the Application are current and future users of Srbija Voz services.

APPLICATION

The application allows users of Srbija Voz services to buy a ticket without going to the ticket office. In addition to tickets at regular prices, the user can also use commercial benefits when purchasing through the application. Payment for tickets purchased through the application is made with payment cards.

The user has the option to remember his payment card data or discount card data within the Application in order to use it in subsequent purchases without re-entering the data.

The content of the Application is designed in such a manner that is suitable for all ages.

The application can be used on mobile devices with Android and iOS operation systems.

APPLICATION DOWNLOAD AND REGISTRATION

Users download the Application on their mobile device, register for use Applications as follows:

The user enters his e-mail, name and surname,

Srbija Voz sends the user a link to register by e-mail,

The user verifies his e-mail address by clicking on the link he received to his e-mail,

After verification, the user is enabled to buy a ticket through the application, save the purchased tickets and show the purchased tickets to the driving and control staff for control.

Considering that in accordance with the valid regulations of the Republic of Serbia a minor who has reached the age of 15 can independently consent to the processing of personal data in the use of information society services, the user of the Application is solely responsible for acting in this regard.

TERMS OF APPLICATION USE

The User is guaranteed only the right to use the Application, which includes the use of a limited, non-exclusive, non-transferable license to download and install the Application, as well as access to the Application, and only for personal, non-commercial use in accordance with the General Rules.

Any other rights, except the rights to use the Application that are explicitly given to the User in accordance with the General Rules, belong to Srbija Voz.

The User has no right to assign, pledge, sell, sublicense or otherwise transfer the rights to use the Application defined by the General Rules to any third party.

The user has no right to undertake any activity that is not enabled by the General Rules, such as:

- copying, reproducing, modifying the Application, or in any other way created derivative work of the Application or reverse engineering, parsing, de-compilation and the like;
- modification and/or removal of any identification, copyright, trademark or proprietary markings of Srbija Voz and/or the Application;
- export and/or re-export the Application, directly or indirectly, which is contrary to any positive legal regulations.

The User is solely responsible for the use of the Application, or for any use of the Application through his own account.

When using the Application, the following is expressly prohibited:

- any activity that endangers or violates the personal rights of third parties, rights related to intellectual property, rights related to the protection of personal data;
- transfer of malicious or unauthorized software;
- imitation or misrepresentation of the User in any way;
- any activity that may interfere with or interrupt the operation of the Application;
- doing any similar action as mentioned above which is prohibited in accordance with applicable regulations.

Srbija Voz will automatically provide the User with all new versions, improvements and upgrades of the Application. In accordance with its business policy, Srbija Voz reserves the right to change and/or permanently or temporarily terminate the use of the Application (or any part thereof), with prior notice to the User.

If the User wants to permanently remove the Application, it is necessary to delete/uninstall it from his mobile device.

PRICES AND PAYMENTS

The User is not charged for the use of the Application. The user exclusively pays for the tickets he buys with the help of the Application, and whose prices and conditions of use are defined by the Passenger Tariff of Srbija Voz.

Payment for products on our online store can be made in one of the following ways: payment cards - VISA, Maestro, MasterCard, Dina or American Express, which support online payments. Payment by cards is realized in cooperation with AllSecure doo and Banca Intesa JSC and is being performed in a secure and certified manner via the AllSecure Paymet Gateway, by simply entering payment card details. After entering the card information and confirming the payment, the bank authorizes the transaction. The transaction will be completed immediately and the amount deducted from your account. Check with the card issuing bank to see if your card supports online payments. Tax statement: Tax included in the price. There are no hidden costs.

DELIVERY OF PURCHASED TICKETS

Tickets purchased through the application will be sent to the customer's e-mail address immediately after the payment is made.

APPLIED STANDARD AND PROCESSES IN DATA PROTECTION WHEN PAYING BY CARDS

When entering payment card data, confidential information is transmitted via the public network in a protected (encrypted) form using SSL protocols, using the most modern methods of tokenization of sensitive data, and in accordance with PCI-DSS standards. At no time is payment card information available to the merchant.

3D Secure protection for all merchants and customers - AllSecure Payment Gateway uses the highest global standards of data protection and privacy. All merchants using the AllSecure Payment Gateway are automatically included in 3D-Secure protection, which guarantees customers the security of their purchase. Customer payment card numbers are not stored on the merchant's system and the registration itself is protected by SSL data encryption.

PCI DSS Standards - AllSecure Payment Gateway is constantly complying with all the requirements of card organizations in order to increase the level of security of merchants and customers. From 2005 until today, without interruption, the system is certified as PCI-DSS Level 1, which represents the highest standard in the industry. The PCI Data Security Standard (PCI-DSS) is a standard that defines the necessary security measures when processing, storing and transmitting sensitive card data. PCI Standards protect sensitive cardholder data throughout the whole payment process: from the moment of

entering data at the merchant's point of sale, during communications between the merchant and relevant banks and card organizations, as well as the subsequent storage of such data.

TRAIN TICKET RETURNING AND COMPLAINT POLICY

Train ticket returning is being performed in accordance with Passenger Traffic Provisions – Part I – Transport conditions with following differences.

The train tickets purchased via mobile application may be returned via application or on the website of JSC Srbija Voz not later than 24 hours before the start of ticket validity period.

For each returned ticket JSC Srbija Voz retains the amount of 10 percent of the paid train price and the rest is being paid to the account of the payment card by which the service was paid. The passenger receives by e-mail the confirmation that ticket returning is completed. The confirmation contains the following data:

- The number of the returned train ticket
- Travel route;
- Travel date;
- Benefit which is applied;
- Train ticket price;
- The amount retained by JSC Srbija Voz;
- The amount which is returned to the passenger;
- Date and time of ticket returning.

Complaints regarding payment can be submitted less than 24 hours before the start of ticket validity period to the Revenue Control Department of JSC Srbija Voz via e-mail: kontrola.prihoda@srbvoz.rs.

The tickets purchased during promotional period, from 19.03.2022 to 30.04.2022, for trains operating on route Belgrade Center– Novi Sad and vice versa, cannot be returned or changed.

Complaints regarding payment can be submitted within 3 days via e-mail address: putnik.info@srbvoz.rs

CONVERSION STATEMENT

All payments will be effected in Serbian currency – dinar (RSD). For the informative overview of the prices other currencies the middle exchange rate of the National Bank of Serbia is used. The amount for which your payment card will be charge will be expressed in your local currency through conversion into the same rate used by card organizations, and which cannot be known to us in the moment of transaction. As a result of this conversion there is a possibility of a slight difference from the original price listed on our website.

Method of registration description/tokenization of card data

When customer card information is TOKENIZED at its request or by merchant's decision (stored in a certified manner for later use) that information is stored on AllSecure PCI-DSS level 1 certified servers. Thus tokenized card data is transmitted in a completely secure and certified manner. At no time does the merchant have access to card number data and other sensitive data, but he receives a reference number (token) which only he can use in accordance with the conditions agreed with the customer. The customer has the option of deregistering a previously registered card, as well as changing the details of a previously tokenized card.

Help desk:

Web adress: www.srbvoz.rs, Phone: +381113602899, E-mail: putnik.info@srbvoz.rs

DATA USE AND DATA PROTECTION

Srbija Voz collects the following personal data within the use of the Application:

- Name and surname of the User

- e-mail address of the User;
- number of document issued by Srbija Voz for the realization of commercial benefits of the User
- date of birth of the User.

When using the Application, in no case shall any personal data of the User be disclosed to third parties, including assignment, sale, sharing, etc., except in the cases specified in the following paragraph, of which the User is aware and agrees to accept General rules.

Srbija Voz will handle personal data, which become available to it when using the Application by the User, in accordance with the applicable regulations governing the field of personal data protection. They will be available only to employees who need this information to do their job. All employees of Srbija Voz who come into contact with personal data while performing their work are responsible for respecting the obligations to protect the privacy of personal data. Srbija Voz has the right, in case of a request of a state body, institution or competent regulatory body, to make personal data available to those bodies, institutions and regulatory bodies in accordance with applicable regulations.

The data collected using the Application is stored in the Srbija Voz database until its deactivation. Srbija Voz will, in accordance with applicable regulations and technical capabilities, take the necessary measures in order to protect the personal data that become available to him during the use of the Application by the User, from misuse, loss or unauthorized access.

FINAL REGULATIONS

The User expressly agrees that to the extent permitted by applicable law, Srbija Voz is not liable for any loss or damage arising in connection with the download, installation or use of the Application by the User, including without limitation, loss or liability arising from or arising from or in a relationship with:

- software conflict, in relation to the Software applications;
- violation of the rights of third parties by the User;
- defects or viruses in the software or content, as well as the distribution of defects or viruses through the software, which are a consequence of the User's actions;
- the inability to use the Application, which cannot be influenced by Srbija Voz.

The User undertakes not to use the Application in a manner contrary to the General Rules, or in a manner that could jeopardize its true purpose and proper functioning. The User agrees that Srbija Voz reserves the right to disable the use of the Application at any time and without prior notice if it discovers that the Application is used in a manner inconsistent with the General Rules or used in a manner that violates the rights of third parties or it uses it in a way that could jeopardize its true purpose and proper functioning, as well as the functioning of the Srbija Voz network. Srbija Voz is not responsible for any damage resulting from use in the manner described in this paragraph, nor from the termination of the right to use the Application in accordance with this paragraph.

For any additional information, requests, all questions and concerns regarding the use of the Application, the user can send an e-mail to putnik.info@srbvoz.rs.

In the event that any provision of the General Rules is declared invalid or inapplicable by the competent authority, it will be replaced by a valid and applicable provision that best corresponds, in terms of meaning and purpose, to the original provision, and the rest of the General Terms will remain in full force. If an inapplicable provision cannot be replaced by another provision, it will not affect the validity and applicability of other provisions of the General Terms and Conditions.

Srbija Voz has the right to amend the General Rules in accordance with the changes in the applicable regulations and its business policy.

The general rules are made and interpreted in accordance with the laws of the Republic of Serbia.

In case of a dispute arising from or in connection with the General Rules, it will be resolved before the competent court in Belgrade, the Republic of Serbia.