

National issuer of identifier codes for tobacco products traceability system of Republic of Slovenia

General Terms and Conditions

1. Tobacco Track and Trace System

SMART NET d.o.o. Zagreb, Zagrebačka cesta 145A, (hereinafter ID Issuer) is appointed as the ID issuer - based on first paragraph of Article 3 of the Decree on the Implementing Regulation (EU) on the technical standards for the establishment and operation of the system of traceability of tobacco products (Official Gazette of the Republic of Slovenia, No. 14/19) in conjunction with Article 22 of the Restriction of the Use of Tobacco and Related Products Act (Official Gazette of the Republic of Slovenia, Nos. 9/17 and 29/17) and the related procedure for the implementation of a public tender for the selection of the ID issuer responsible for the creation and issuing special identifiers for the traceability of tobacco products for the period 2019-2022 – and the concluded Contract with the Ministry of Health of the Republic of Slovenia on the establishment and operation of the system of traceability of tobacco products for the Republic of Slovenia (hereinafter: the Contract).

On the basis of the Contract, the ID Issuer has established the operation of the system of traceability of tobacco products (hereinafter: the System), which enables the creation and issuance of specific identification codes at the level of the package and at the level of aggregated packaging and identification codes for economic operators, with European Commission Implementing Regulation (EU) 2018/574 of 15 December 2017 on technical standards for the establishment and operation of the traceability system for tobacco products (OJ L 96 of 16.4.2018, p. 7; hereinafter referred to as "Implementing Regulation 2018/574 / EU).

ID issuer provides the services of the System directly. ID issuer has a unique identification code consisting of alphanumeric characters and conforming to the International Standardization Organization / International Electrotechnical Commission (ISO / IEC) 15459-2: 2015.

ID Issuer provides the services of the System until the Contract is revoked by the Ministry of Health of the Republic of Slovenia.

The body responsible for controlling of the ID Issuer is the Ministry of Health of the Republic of Slovenia.

2. Authorized Users

The authorized user is a representative of the economic operator, i.e. natural or legal person with the current registration and the assigned identification number of the company that operates or intends to operate in the area of production, distribution, transport or final sale of tobacco products in the Republic of Slovenia.

The economic operator that intends to use the System must register on the idissuer.si portal by completing the application form and accepting the general terms and conditions.

The economic operator is obliged to enter all the required data in a true and fair manner, and in the event of a change of data, he must inform ID Issuer immediately.

After completing the registration, the economic operator will receive a registration confirmation, a unique user name and password, on the e-mail address he has provided. Through the user name and password, economic operator will be able to access the portal.

Economic operator is obliged to keep his username and password and is responsible for any abuse by third parties, as well as for any material and non-material damage resulting from the use of his username and password by the third party.

With username and password, economic operator will be able to access the portal and send the requests for issuing identification codes.

Upon completion of the service, all personal data shall be deleted, except for those for which storage is mandatory in accordance with Union or national law.

3. System Operation

The system operates in continuous mode, from Monday to Sunday from 00:00 to 24:00.

The operating time of the system is guaranteed in working days from 08.00 to 16.00. Emergency response for errors and non-standard operating conditions is provided.

The support response is fully consistent with the required response time as defined by regulatory requirements.

In the case of any additional requirements of economic operators, such requirements may be met – e.g., a potential requirement for the "urgent" issuing of UI identification codes in periods shorter than 24 hours is possible.

4. Customer support

For the needs of user support and technical support, support service is active from 08:00 to 16:00 CET in Slovenian, English and Croatian languages.

User support and technical support are managed by automated service solutions, where all reports are recorded immediately after reporting, during their rescue and before closing. This provides monthly reports on system performance and relevant reporting and troubleshooting times.

Users' requests for support can be sent to e-mail helpdesk@idissuer.si and the requests will be processed during the working hours of the help desk accordingly.

Before contacting helpdesk, users are advised to consult the instructions for using the system. In addition, we also advise users to find the answer to a possible question in the "Frequently Asked Questions" section.

In order to place a request for help, the following identification data must be submitted:

- Name and surname
- E-mail address
- Phone Number
- A trader's code if it is already a registered user

5. Personal data protection

ID Issuer has ensured the protection of the personal data of economic operators in such a way as to collect only the necessary and basic information about the users that are necessary for fulfilling the obligations of Implementing Regulation 2018/574 / EU.

All data about economic operators is strictly protected and accessible only to workers who are required to perform the system tasks.

ID Issuer has implemented appropriate technical and organizational measures to protect against the unintentional or unlawful destruction, loss, unauthorized disclosure or access to personal data of economic operators in accordance with the GDPR.

6. Limitation of liability

ID Issuer is solely responsible for the generation and issuance of identification codes. ID Issuer is not responsible for the accuracy of the information provided by the economic operator in the request.

The information on the website of ID Issuer and on the website of the System is of informative nature and is not a basis for making decisions.

ID Issuer shall not be liable for any damage to the economic operators or a third party that has suffered damage due to the use of the website idissuer.si, including loss of profit or data loss.