

WIZZER PRIVACY POLICY

Last updated on 15.04.2026.

Welcome to WIZZER's Privacy Policy!

Please note that this Privacy Policy applies to personal data collected and processed in the course of providing the Service (as defined in the Definition Section of the [EULA](#)) via Multimon Software by **Wizzer IT Solutions d.o.o. Beograd**, with registered seat at Tadije Sondermajera 3, floor 3, apartment 28, 11000, Belgrade, the Republic of Serbia, CIN 21965995, TIN 114063992 (hereinafter: "**WIZZER**", "**we**" or "**us**").

WIZZER, as a data controller, collects and processes personal data relating to interactions on the Website (as defined in the Definition Section of the [EULA](#)). This [Privacy Policy](#) describes how WIZZER uses and protects any information that you give us.

We believe in full transparency, which is why we keep our [Privacy Policy](#) simple and easy to understand.

We strongly urge you to read this [Privacy Policy](#) and make sure that you fully understand and agree with it. If you do not agree to this [Privacy Policy](#), please do not access or otherwise use WIZZER. Should you have any inquiries regarding this [Privacy Policy](#), please contact us at info@wizzerit.com.

Any capitalized but undefined term in this [Privacy Policy](#) shall have the meaning given to it in the Definitions [Section of the EULA](#).

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1. DEFINITIONS

When we say "**Account**" or "**Client Account**" we mean the account provided by WIZZER, whose purpose is to allow the Client to access and download Multimon Software.

When we say "**consent**" we mean your explicit consent to the processing of personal data.

When we say **“controller”** we mean the entity that alone or jointly with others, determines the purposes and means of the processing of personal data.

When we say **“Service,”** we mean Multimon Software available to the Client.

When we say **“Multimon Software”** we mean the Software owned by Wizzer, which is a downloadable tool for Microsoft Windows operating systems (PCs and servers), providing multi-monitoring functionality and detailed information about computer hardware and system performance.

When we say **“Data Subject”, “Client”, or “you”,** we mean any natural person who shares personal data with us via WIZZER.

When we say **“Client” or “Customer”** we mean the natural person who uses, accesses, possesses, controls, or receives Service or any part thereof.

When we say **“GDPR”** we mean the General Data Protection Regulation 2016/679.

When we say **“personal data” or “data”** we mean any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, either directly or indirectly. The rules also apply to all personal data relating to natural persons in the course of professional activity, such as the employees of a company or organization, business e-mail addresses like “firstname.surname@company.com”. This Privacy Policy does not apply to information from which no individual can reasonably be identified (anonymized information).

When we say **“processing”** we mean any operation or set of operations that is performed on personal data or sets of personal data. This includes activities such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

When we say **“processor”** we mean any natural or legal person who processes the data on behalf of the controller.

2. DATA CONTROLLER

In relation to your personal data processed on or via the Website and the Service, WIZZER is a Data Controller.

When WIZZER acts in the capacity of a Data Controller, WIZZER determines the purposes and means of the processing of personal data. The purpose of data processing is the reason why we process your personal data. The table in [Section 3.1](#) of the [Privacy Policy](#) presents the purposes and legal basis for data processing. In such cases, WIZZER is responsible for your personal data.

Apart from Section 3.2, this Privacy Policy primarily contains information on processing your data in the capacity of a Data Controller. Should you have any inquiries or if you wish to exercise any of the rights of a Data Subject stipulated in [Section 9](#), please contact us:

- **Wizzer IT Solutions d.o.o. Beograd**
- Tadije Sondermajera 3, floor 3, apartment 28
- 11000 Belgrade
- Serbia
- Email: info@wizzerit.com.

Given that WIZZER strongly supports the principle of transparency of personal data processing, WIZZER made an additional effort to explain personal data processing via the Service in [Section 3.2](#) of this [Privacy Policy](#). The information contained therein outlines how personal data processing via WIZZER functions in general. Nevertheless, should you wish to send an inquiry or exercise any of your Data Subject's rights which you may have under the applicable data protection legislation, please contact us.

If you represent a Client that falls under the scope of application of the GDPR or similar data protection legislation, you may sign the Data Protection Addendum to these Terms of Use ("DPA"), with WIZZER. The DPA includes the Standard Contractual Clauses adopted by the European Commission, as applicable, and reflects the Parties' agreement with respect to the terms governing the processing of personal data under WIZZER's [EULA](#). Signing the DPA will be considered as an amendment to the Agreement (within the meaning of the Definitions Section of the [EULA](#)) and will be considered to form a part of the Agreement. If you represent a Client that does not fall under the application of the GDPR, WIZZER processes your personal data under the DPA concluded between WIZZER and you, as stipulated by the Data Protection Act of the Republic of Serbia.

If you would like to sign a DPA with us, please contact us at info@wizzerit.com.

3. WHAT DATA DO WE PROCESS ABOUT YOU AND WHEN?

We may collect and receive information about you in various ways:

- Information you provide through the use of the Service (for example, by creating an account and signing on to WIZZER and when downloading the Software).
- information you decide to provide through getting in touch with us via the support option.

Personal data we may collect automatically

Each time you use Multimon Software, we may, upon the Client's confirmation on terms and conditions for downloading the Multimon Software, automatically collect the following information:

- when you use Multimon Software, we will keep a record of the details of that usage, including the date, time, location, frequency, and duration of the usage;
- any comments, opinions, and/or feedback you provide to us regarding Multimon Software;
- technical information about your computer or mobile device for system administration and analysis, including your IP address, URL clickstreams, unique device identifiers, operating system, and network and browser type;

- other information about your use of Multimon Software, including the pages you have viewed, the duration spent on Multimon Software, and data files you have uploaded to Multimon Software.

3.1 WIZZER AS DATA CONTROLLER

DATA WE COLLECT	PURPOSE	LEGAL BASIS	RETENTION
IP address (which may contain personal data such as country and town of residence), email address (which may contain personal data such as name and last name).	Creating an Account on the Website according to the EULA. Once the Account is created, account access, management, and use are carried out primarily through the installed Software on your device. We process personal data related to your Account for the purpose of enabling authentication, ensuring proper functionality of the Software, and managing your Account in accordance with the EULA .	Processing is necessary for the performance of the Agreement. Without providing the IP address and email address, the Client may not create the Client Account.	Until the Account is deleted in accordance with the EULA .
Additional Data , i.e., data you decide to share with us, email address.	If you send us an inquiry via the contact us page or otherwise request support, we will collect data you decide to share with us.	Processing personal data is either necessary to provide a Service or part thereof, or the processing is based on your consent.	If the processing is based on your consent, we keep the information until you withdraw your consent or for one-year, whichever date comes first.
Email address - If you decide to sign up for our newsletter, we	This newsletter allows us to inform you of the new features of the Service, updates, and other news relevant to the company.	Processing is based on your consent. You have the right to withdraw your	We may use your email for this purpose until you unsubscribe or

<p>use your email address.</p>		<p>consent at any time, without affecting the lawfulness of the processing based on consent before such withdrawal. You may unsubscribe from receiving a newsletter from us. If you wish to do so, simply follow the instructions found at the end of each email.</p>	<p>until you delete your account.</p>
<p>Information necessary for identification</p>	<p>To allow Data Subjects from the EEA to exercise their rights in accordance with this Privacy Policy, as defined in Section 9.</p>	<p>Processing is necessary for compliance with a legal obligation to which the controller is subject.</p>	<p>We keep this information for a period of one year.</p>
<p>Technical data and data related to your device.</p>	<p>This data is collected for the purpose of analysis, management, and improvement of Multimon Software and Service (marketing). Automatically collected data is used for:</p> <ul style="list-style-type: none"> • improvement of use and performance of the Software, as well as the update, • analysis of the use of the Software and measure the interest of the Software visitors; • statistical information about the Service; 	<p>Processing is based on your consent. Unless it is necessary to provide the Services or part thereof, the provision of your Personal data is not required by law or contract, and you may refuse to share your Personal data with us.</p> <p>Also, you can withdraw your consent at any time, but this will not affect the lawfulness of</p>	<p>Until the account is deleted in accordance with the EULA.</p>

	<ul style="list-style-type: none"> • allowing Client to download relevant updates of the Service; • providing the most efficient presentation of the Website according to the Client's device. 	processing based on your consent that was carried out before you withdrew your consent.	
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4. WHAT DO WE NOT DO?

WIZZER will never:

- Sell any kind of personal information or data.
- Disclose this information to marketers or third parties not specified in [Section 6](#) of the Privacy Policy.
- Process your data in any way other than stated in this [Privacy Policy](#).

5. PERSONAL DATA SECURITY

We take administrative, technical, organizational, and other measures to ensure the appropriate level of security of the personal data we process. Upon assessing whether a measure is adequate and which level of security is appropriate, we consider the nature of the personal data we are processing and the nature of the processing operations we perform, the risks to which you are exposed by our processing activities, the costs of the implementation of security measures, and other relevant matters in the particular circumstances.

Some of the measures we apply include encryption of data during storage and transmission access, strong passwords Client authentication, authorized access, and other appropriate measures. We equip our staff with the appropriate knowledge and understanding of the importance and confidentiality of your personal data security.

We protect personal information you provide online in connection with registering an account via WIZZER. Access to your own personal information is available through a password selected by you. This password is encrypted while transmitted from your browser to our servers and while stored on our systems. To protect the security of your personal information, never share your password with anyone. Please notify us immediately if you believe your password has been compromised.

Whenever we save your personal information, it's stored on servers and in facilities that only selected WIZZER personnel and our contractors have access to. We encrypt all data that you submit through WIZZER during transmission using Transport Layer Security (TLS) in order to prevent unauthorized parties from viewing such information. Remember – all information you submit to us by email is not secure, so please do not send sensitive information in any email to WIZZER. We never request that you submit sensitive or

personal information over email, so please report any such requests to us by sending an email to info@wizzerit.com.

6. WITH WHOM DO WE SHARE YOUR PERSONAL DATA?

WIZZER utilizes external processors and sub-processors for certain processing activities. We use information audits to identify, categorize, and record all personal data that is processed outside the company, so that the information, processing activity, processor, and legal basis are all recorded, reviewed, and easily accessible. The list of sub-processors is approved by the Customer.

We have strict due diligence procedures and measures in place, and review, assess, and background check all processors prior to forming a business relationship. We obtain company documents, certifications, references and ensure that the processor is adequate, appropriate and effective for the task we are employing them for.

We audit their processes and activities prior to contract and during the contract period to ensure compliance with the data protection regulations and review any codes of conduct that oblige them to confirm compliance.

This is the list of processors and sub-processors with whom we share your personal data:

PROCESSOR	ROLE	SEAT
Amazon Web Services	Processor – cloud infrastructure	USA

SUB-PROCESSOR	ROLE	SEAT
	Payment processor	
	Hosting service	

We may also share your personal data with our outside accountants, legal counsels, and auditors.

Moreover, we may disclose your personal information to third parties:

- if we are under a duty to disclose or share your personal data to comply with any legal obligation;
- to prevent and detect fraud or crime;
- in response to a subpoena, warrant, court order, or as otherwise required by law.

Finally, personal information may be disclosed or transferred as part of, or during negotiations of, a merger, consolidation, sale of our assets, as well as equity financing, acquisition, strategic alliance, or in any other situation where personal information may be transferred as one of the business assets of WIZZER.

We do not have a list of all third parties we share your data with, as this would be dependent on your specific use of our Services. However, if you would like further information about who we have shared your data with, or to be provided with a list specific to you, you can request this by writing to info@wizzerit.com.

7. INTERNATIONAL TRANSFER OF YOUR PERSONAL DATA

We may transfer your personal data to countries other than the one in which you reside. We maintain appropriate technical and organizational measures to ensure that an appropriate level of security in respect of all personal data we process. If the GDPR applies to the Client, we make sure that such a transfer is made:

1. to the countries within the EEA;
2. to the countries which ensure an adequate level of protection;
3. to the countries which do not belong to those specified under items 1 and 2, but only by applying the appropriate safeguard measures (such as Standard Contractual Clauses adopted by the European Commission).

If you are located in the European Economic Area (EEA), the United Kingdom, or another jurisdiction with specific data protection requirements, please note that the United States may not provide the same level of data protection as your country of residence.

We take reasonable steps to ensure that recipients of personal data process such data in accordance with applicable data protection laws and maintain appropriate security measures.

If you require further information about these protective measures, please contact us at info@wizzerit.com.

Your personal data is stored on the Amazon Web Services Cloud provider.

8. HOW LONG DO WE KEEP YOUR DATA?

The period for which we store your personal data depends on the particular purpose for the processing of personal data, as explained in detail in [Section 3](#). We retain personal data for as long as we reasonably require it for legal or business purposes. In determining data retention periods, we take into consideration the applicable law, contractual obligations, and the expectations and requirements of our Clients and Customers. When we no longer need personal information, or when you request us to delete your information, where this is legal, we will securely delete or destroy it.

However, as an exception to the retention periods in [Section 3](#), the data may be processed to determine, pursue, or defend claims and counterclaims.

9. YOUR RIGHTS

Given that transparency is one of our cornerstone principles, we grant Data Subjects certain rights in relation to their personal data. These rights may be exercised by the Data Subject when WIZZER operates as a Data Controller.

Right of Access

You can send us a request for a copy of the personal data we hold about you.

We have ensured that appropriate measures have been taken to provide such in a concise, transparent, intelligible, and easily accessible form, using clear and plain language. Such information is provided in writing free of charge. It may be provided by other means when authorized by the Data Subject and with prior verification as to the subject's identity.

Information is provided to the Data Subject at the earliest convenience, but at a maximum of 30 days from the date the request was received. Where the retrieval or provision of information is particularly complex or is subject to a valid delay, the period may be extended by two further months where necessary.

Right to Object to Processing

You have the right to object to the processing of your personal data where that processing is being undertaken based on the controller's legitimate interest. In such a case, the controller is required to cease processing your data unless the controller can demonstrate compelling grounds that override your objection.

Right to Correction of Your Personal Data

If the personal data we have about you is incorrect, you have the right to request that we correct that data. Where notified of inaccurate data by the Data Subject, we will rectify the error within 30 days and inform any third party of the rectification if we have disclosed the personal data in question to them.

Right to Erasure

You have the right to request that your personal data is deleted in certain circumstances, including:

- The personal data are no longer needed for the purpose for which they were collected;
- You withdraw your consent (where the processing was based on consent);
- You object to the processing, and no overriding legitimate grounds justify processing the personal data;
- The personal data have been unlawfully processed; or
- To comply with a legal obligation.

However, this right does not apply where, for example, the processing is necessary:

- To comply with a legal obligation; or
- For the establishment, exercise, or defense of legal claims.

Each Client can request the deactivation of its Client Account, after which request, WIZZER will assess their request and deactivate the Client Account. Please note that some data will be kept for our internal business, legal, financial, and accounting purposes.

Right to Restriction of Processing

If the accuracy of the personal data is contested, you consider the processing is unlawful, but you do not want it erased, we no longer need the personal data, but you require it for the establishment, exercise, or defense of legal claims, or you have objected to the processing and verification, you can exercise your right to the restriction of processing.

Right to Data Portability

Where you have provided personal data to us, you have the right to receive such personal data back in a structured, commonly used and machine-readable format, and to have that data transmitted to a third-party without hindrance, but in each case only where:

- The processing is carried out by automated means; and
- The processing is based on your consent or the performance of a contract with you.

Right to Withdraw the Consent

If you have provided your consent to the collection, processing, and transfer of your personal data, you have the right to fully or partly withdraw your consent. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose(s) to which you originally consented unless there is another legal ground for the processing.

Right to Lodge a Complaint

If you have any concerns or requests in relation to your personal data, please contact us at info@wizzerit.com, and we will respond as soon as possible, but not later than within 30 days.

10.CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our Privacy Policy will be notified to you by e-mail. Continued use of the Multimon Software will signify that you agree to any such changes.