
**GUIDELINES
ON TECHNICAL REQUIREMENTS FOR PROTECTION OF DATA WITH COMPETENT
AUTHORITIES FOR ISSUING OF TRAVEL DOCUMENTS**

(Official Gazette of BiH, no. 45/09)

Pursuant to Article 61 of the Law on Administration ("Official Gazette of BiH, no. 32/02) and Article 19, paragraph (2) of the Law on the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina ("Official Gazette of BiH, no. 56/08), and Article 8 a), paragraph 5 of the Law on Travel Documents of Bosnia and Herzegovina (Official Gazette of BiH", nos. 4/97, 1/99, 9/99, 27/00, 32/00, 19/01, 47/04, 53/07 , 15/08, 33/08 and 39/08), a Director of the Agency for Identification Documents, Registers and Data Exchange of Bosnia and Herzegovina issues an

**GUIDELINES
ON TECHNICAL REQUIREMENTS FOR PROTECTION OF DATA WITH COMPETENT
AUTHORITIES FOR ISSUING OF TRAVEL DOCUMENTS**

Article 1
(Subject)

These Guidelines shall lay down technical requirements for data protection with the competent authorities for issuing of travel documents (hereinafter: the competent authority), technical protection measures of business premises and travel documents, documents required to be filed in the process of issuing travel documents with the competent authorities, protection during the transport of travel documents and their distribution to the applicants, technical measures for security of data when they are to be entered in the central register and other issues related to technical protection of data on issued travel documents.

Article 2
(Technical protection measures of business premises)

(1) The competent authority is obliged to provide conditions for issuing of travel documents in compliance with the Standards for protection at locations and recommendations for the work of the competent authorities issued by the Agency for identification documents, registers and data exchange of Bosnia and Herzegovina-Version I of November 19, 2008.

Article 3
(Technical protection measures during the transport of travel documents)

(1) The competent authority shall undertake all necessary measures for protection and escorting in order to provide a safe road transport of travel documents from the headquarters of the competent authorities to a location where the travel documents are to be taken.

(2) Diplomatic and Consular Representations of Bosnia and Herzegovina, which distribute travel documents by postal service and controlled shipments are

obliged to distribute travel documents as specified for transport of specially protected shipments with personal delivery service required.

(3) The competent authority referred to in the previous paragraph is obliged to notify the applicant about the delivery of travel documents as described above.

(4) If a shipment is returned to the competent authorities with a note that it could not be delivered, after verification of the address, the applicant should be notified to take over his/her travel document.

Article 4

(Technical protection measures, monitoring, and archiving of official documents)

(1) All documentation submitted with the request for issuance of travel documents as well as non-delivered travel documents must be protected-locked in the adequate security safes during and after working hours.

(2) Business premises of the competent authorities must be secured by electronic premises control system and constant video surveillance, especially the position for biometric data acquisition.

(3) During working hours, official documents and other data sources, as well as computer units must not be left without supervision.

(4) After the working hours, all the employees of the competent authorities are obliged to keep locked all official documents and other data sources, stamps, registers, portable information media (floppies, CD-ROOM, etc..) related to issuing of travel documents in the security safes in the business premises.

(5) Travel documents are stored in the suitable security safes separated from other objects.

Article 5

(Technical measures for security of data)

(1) Computer units used for entering and processing data on issued travel documents and other equipment used in the process of acquisition must contain biometric data security mechanisms for secure logon to computer units and have a secure connection with the Agency for identification documents, registers and data exchange of Bosnia and Herzegovina (hereinafter: the Agency).

(2) Provide mechanisms to disable unauthorized use and copying of data on issued travel documents by use of portable media (floppy disks, ZIP disks, CD-

ROOM, DVD-ROOM, USB flash drives, etc.), communication connections and output devices.

(3) Provide mechanisms for the protection against computer viruses and other malicious programs.

(4) Employees of the competent authorities shall not use equipment and informatics system containing data about issued travel documents for any other business activities.

(5) The competent authority is obliged to upgrade the system software in compliance with the procedure specified by the Agency.

Article 6

(Recording of the activities and changes in the system)

(1) The competent authority is obliged to register and monitor changes in the system for processing data on travel documents such as:

- a) Logon / logoff information,
- b) System shutdown and restart information,
- c) Access to files and directories,
- d) Changes of user passwords,
- e) Access to system facilities,
- f) Changes of security "policies" integrated in the system (policy changes), etc.

(2) Provide archiving of logon information in order to restrict and control the access to data and computer units.

Article 7

(Termination of validity of a previous regulation)

These Guidelines shall supersede the Guidelines on security of travel documents with the competent authorities of the Ministry of Civil Affairs of BiH, ref.: 10-02-299/05 of 9 August, 2005.

Article 8
(Entry into force)

These Guidelines shall enter into force on the eighth day of the publication in the “Official Gazette of BiH”

Ref.: 15/01-02-2-1962/09
May 21, 2009
Sarajevo

Director
Mr. Siniša Macan