

OPŠTI USLOVI POSLOVANJA

QUALITY AUSTRIA CERTIFICATION GMBH, VAŽEĆI OD MAJA 2026. GODINE

za oblast akreditovane sertifikacije osoba

Podložno izmenama bez prethodne najave. Najnovija verzija Opštih uslova poslovanja dostupna je na našoj internet stranici www.qualityaustria.com/gtc.

A. USLOVI ZA **qualityaustria** USLUGE

I. VAŽENJE I OBLAST PRIMENE

1. Ovi Opšti uslovi poslovanja primenjuju se na sve usluge društva Quality Austria Certification GmbH (u daljem tekstu: Quality Austria ili **qualityaustria**) u oblasti akreditovane sertifikacije osoba.
2. Opšti uslovi poslovanja čine sastavni deo ugovora između Quality Austria i korisnika. U svakom slučaju, korisnikom se smatra lice koje učestvuje u **qualityaustria** usluzi, kao i, ukoliko je primenljivo, društvo koje izvrši prijavu ili plati račun.
3. Odstupajući uslovi korisnika (npr. opšti uslovi poslovanja, nabavke ili plaćanja) primenjuju se samo ukoliko je Quality Austria na njih izričito pristala u pisanoj formi.

II. PRIJAVA

1. Prijave za **qualityaustria** usluge vrše se putem internet stranice www.qualityaustria.com ili putem elektronske pošte. Prijem prijave biće automatski i bez odlaganja potvrđen korisniku putem elektronske pošte na navedenu adresu. Ugovor se smatra zaključenim tek nakon što Quality Austria pisanim putem potvrdi prijavu.
2. Rok za prijavu je dve nedelje pre početka **qualityaustria** usluge. Broj učesnika je ograničen. Prijave će se razmatrati prema redosledu njihovog prijema.
3. Ukoliko je učešće u **qualityaustria** usluzi uslovljeno ispunjavanjem određenih zahteva, oni su posebno navedeni u važećem programu obuke ili na internet stranici www.qualityaustria.com i učesnici su dužni da ih ispune.

III. USLOVI PLAĆANJA

1. Ukoliko nije izričito drugačije dogovoreno, naknada se plaća bez odbitaka u roku od četrnaest dana od izdavanja računa, ali u skladu sa uslovima pre početka **qualityaustria** usluge.
2. Ukoliko nije drugačije navedeno, naknade su izražene u evrima (€), bez PDV-a, i uključuju svu ispitnu dokumentaciju. Troškovi smeštaja i drugih hotelskih usluga, kao što je parking, nisu uključeni u naknade, osim ukoliko nije drugačije navedeno.
3. Ukoliko **qualityaustria** usluga koja se pruža onlajn ne može da se održi zbog tehničkih problema na strani Quality Austria, naknada se neće naplatiti ili će biti refundirana.
4. U slučaju kašnjenja sa plaćanjem, Quality Austria ima pravo da obračuna zateznu kamatu po stopi od 9,2% iznad osnovne kamatne stope. Pored toga, za svaku opomenu može se naplatiti naknada za obradu u iznosu od 40,00 €, kao i svi nastali troškovi naplate koji su neophodni za odgovarajuće pravne radnje, uključujući i troškove pravnog postupka. Takođe, lice može biti isključeno iz učešća sve dok naknada ne bude plaćena.
5. Sve prigovore na račune potrebno je dostaviti Quality Austria u pisanoj formi, uz odgovarajuće obrazloženje, u roku od dve nedelje od prijema računa. Ukoliko se prigovor ne podnese u navedenom roku, smatraće se da je račun prihvaćen.
6. Korisnici mogu izvršiti prebijanje potraživanja Quality Austria samo sa protivpotraživanjima koja su utvrđena sudskom odlukom ili koja je Quality Austria izričito priznala u konkretnom slučaju.

GENERAL TERMS AND CONDITIONS

OF QUALITY AUSTRIA CERTIFICATION GMBH VALID FROM MAY 2026

for the area of accredited personal certification

Subject to change without notice. The latest version of the GTC can be found on our website at www.qualityaustria.com/gtc.

A. CONDITIONS FOR **qualityaustria** SERVICES

I. VALIDITY AND SCOPE OF APPLICATION

1. These General Terms and Conditions apply to all services of Quality Austria Certification GmbH (hereinafter referred to as Quality Austria or **qualityaustria**) in the field of accredited certification of persons.
2. The General Terms and Conditions are an integral part of the contract between Quality Austria and the customer. In any case, the person participating in a **qualityaustria** service and, if applicable, the company that carries out the registration or pays the invoice shall be deemed to be the customer.
3. Deviating terms and conditions (e.g. general terms and conditions of business, purchase or payment) of the customer shall only apply if Quality Austria has expressly agreed to them in writing.

II. REGISTRATION

1. Registrations for **qualityaustria** services are made via the website www.qualityaustria.com or by e-mail. The receipt of the registration will be automatically confirmed to the customer immediately via e-mail to the address provided. The contract is only concluded upon written confirmation of the order by Quality Austria.
2. The registration deadline is two weeks before the start of the **qualityaustria** service. The number of participants is limited. Registrations will be considered in the order in which they are received.
3. If participation in a **qualityaustria** service is linked to certain requirements, these are listed separately in the current course programme or at www.qualityaustria.com and must be fulfilled by the participants.

III. TERMS OF PAYMENT

1. Unless expressly agreed otherwise, the fee shall be paid without deduction fourteen days after invoicing, but in any case, before the start of the **qualityaustria** service.
2. Unless otherwise stated, the fees are in € (euros) excluding VAT and include all examination documents. The costs for accommodation and other hotel services such as car parking are not included in the fees, unless otherwise stated.
3. If an online **qualityaustria** service cannot take place due to technical problems on the part of Quality Austria, the fee will not be due or will be refunded.
4. In the event of late payment, Quality Austria is entitled to charge interest on arrears at a rate of 9.2% above the base interest rate. Furthermore, a processing fee of € 40.00 may be charged for each reminder and, in addition, all collection expenses incurred and necessary for appropriate legal action as well as legal costs. In addition, a person may be excluded from participation as long as the fee has not been paid.
5. Any objections to invoices must be submitted to Quality Austria in writing and with sufficient justification within two weeks of receipt of the invoice. Failure to raise objections within this period shall be deemed acknowledgement of the invoice.
6. Customers may only offset claims of Quality Austria against counterclaims that have been established by a court or expressly recognised by Quality Austria in individual cases.

IV. OTKAZIVANJE I PROMENA TERMINA

1. Zahtevi za otkazivanje i promenu termina moraju se dostaviti Quality Austria u pisanoj formi.
2. Za otkazivanja primljena u periodu od dve nedelje pre početka **qualityaustria** usluge naplaćuje se naknada za otkazivanje u iznosu od 50% naknade. U slučaju otkazivanja ili nedolaska prvog dana održavanja **qualityaustria** usluge ili nakon toga, naplaćuje se naknada u punom iznosu.
3. Ukoliko prijavljeno lice iz nepredviđenih razloga (npr. bolesti) nije u mogućnosti da učestvuje u **qualityaustria** usluzi, može se prijaviti drugo lice kao zamena, pod uslovom da ispunjava uslove za učešće.
4. Za promenu termina, odnosno prebacivanje na neki od narednih termina, zatraženu u periodu od dve nedelje pre početka **qualityaustria** usluge, naplaćuje se naknada za obradu u iznosu od 50,00 € po učesniku.
5. Zakonsko pravo potrošača na odustanak u skladu sa Zakonom o ugovorima na daljinu i ugovorima zaključenim izvan poslovnih prostorija (FAGG) ostaje nepromenjeno.

V. IZMENE PROGRAMA OBUKE/OTKAZIVANJE **qualityaustria** USLUGE

1. Iz organizacionih razloga moguće su izmene programa obuke. Quality Austria stoga zadržava pravo na promenu termina, vremena početka i mesta održavanja, kao i na otkazivanje **qualityaustria** usluga.
2. U slučaju otkazivanja **qualityaustria** usluge, uplaćene naknade biće refundirane. Isključena su sva dalja potraživanja.

VI. ČUVANJE TAJNE, POVERLJIVOST, ZAŠTITA PODATAKA, SAGLASNOST ZA PRIJEM REKLAMNIH PORUKA

1. Sve informacije koje korisnik dostavi Quality Austria, a koje nisu javno dostupne, smatraće se poverljivim i kao takve će se čuvati. Quality Austria se obavezuje da će sve poverljive informacije o korisniku do kojih dođe tokom obavljanja svojih aktivnosti otkriti trećim licima samo uz pisanu saglasnost korisnika, osim ukoliko je Quality Austria dužna da takve informacije otkrije na osnovu zakona ili zahteva relevantnih standarda. Ova obaveza važi i nakon izvršenja naloga u skladu sa ugovorenim uslovima.
2. Korisnici su dužni da obezbede da lične podatke koje dostave Quality Austria, Quality Austria može obrađivati u okviru pružanja usluga. Korisnik je naročito dužan da postupa u skladu sa važećim propisima o zaštiti podataka (uključujući obaveze informisanja u skladu sa GDPR-om) i da pribavi sve potrebne saglasnosti. Korisnik je dužan da u tom pogledu obešteti Quality Austria i oslobodi je od odgovornosti.

VII. ODGOVORNOST QUALITY AUSTRIA

Odgovornost prema potrošačima (B2C):

1. Isključena je odgovornost Quality Austria za povrede ugovornih obaveza nastale usled lake nepažnje, osim ukoliko se takve povrede odnose na bitne ugovorne obaveze. U slučaju povrede bitnih ugovornih obaveza usled lake nepažnje, čije je ispunjenje neophodno za uredno izvršenje ugovora i na čije poštovanje korisnici mogu da se oslone, Quality Austria odgovara isključivo za predvidivu štetu koja je tipična za predmetni ugovor. Visina odgovornosti ograničena je na ugovorenu naknadu plaćenu Quality Austria za predmetne usluge po dospelosti. Navedena ograničenja odgovornosti ne primenjuju se u slučaju namernog postupanja ili krajnje nepažnje Quality Austria, niti na naknadu štete zbog telesne povrede. U tim slučajevima primenjuju se zakonske odredbe.
- Odgovornost prema privrednim subjektima (B2B):
2. Quality Austria, po pravilu, odgovara korisnicima samo za namerne povrede ugovornih obaveza i povrede ugovornih obaveza nastale usled krajnje nepažnje, u skladu sa sledećim odredbama. Uprkos pažljivo izvršenoj proverbi, Quality Austria ne preuzima odgovornost za tačnost, potpunost i ažurnost dokumentacije za obuke i ispite, kao ni drugih publikacija.
 3. Odgovornost Quality Austria ograničena je na štetu koju je korisnik pretrpeo, a koja je tipično predvidiva, dok je visina odgovornosti ograničena na ugovorenu naknadu plaćenu Quality Austria za predmetne usluge po dospelosti.
 4. Quality Austria ni u kom slučaju ne odgovara za izgublenu dobit, posledičnu štetu, indirektnu štetu niti za čistu imovinsku štetu bilo koje vrste.
 5. Zahtev za naknadu štete može se ostvariti sudskim putem samo u roku od šest meseci od dana kada je lice koje ima pravo na

IV. CANCELLATION AND REBOOKING

1. Cancellation and rebooking requests must be made in writing to Quality Austria.
2. For cancellations received within two weeks before the start of the **qualityaustria** service, a cancellation fee of 50% of the fees will be charged. Cancellations or no-shows on the first day of the **qualityaustria** service or thereafter will be charged at the full fee.
3. If a registered person is unable to participate in the **qualityaustria** service for unforeseeable reasons (e.g. illness), another person who fulfils the participation requirements can be announced as a substitute.
4. A processing fee of € 50,00 - per participant will be charged for rebookings to a subsequent date that are received within two weeks before the start of the **qualityaustria** service.
5. A statutory right of cancellation for consumers under the Distance and Off-Premises Transactions Act (FAGG) remains unaffected.

V. CHANGES IN THE COURSE PROGRAMME/CANCELLATION OF A **qualityaustria** SERVICE

1. For organisational reasons, changes to the course programme are possible. Quality Austria therefore reserves the right to make changes to dates, starting times, venues and any cancellations of **qualityaustria** services.
2. In the event of cancellation of a **qualityaustria** service, the fees will be refunded. Further claims are excluded.

VI. SECRECY, CONFIDENTIALITY, DATA PROTECTION, CONSENT TO ADVERTISING MAILINGS

1. All information made available to Quality Austria by the customer that is not publicly accessible shall be treated confidentially. Quality Austria undertakes to disclose all confidential information about the customer resulting from its activities to third parties only with the written consent of the customer, unless Quality Austria is obliged to disclose such information by law or due to normative requirements. This also applies to the time after the order has been completed in accordance with the order.
2. Customers are obliged to ensure that the personal data they provide to Quality Austria may be processed by Quality Austria in the context of the provision of services. In particular, the customer must comply with the applicable data protection regulations (including information obligations under the GDPR) and obtain any necessary consent. The customer shall indemnify and hold Quality Austria harmless in this respect.

VII. LIABILITY OF QUALITY AUSTRIA

Liability towards consumers (B2C):

1. Any liability of Quality Austria for slightly negligent breaches of its contractual obligations is excluded, unless such breaches relate to material contractual obligations. In the event of a slightly negligent breach of material contractual obligations, the fulfilment of which is essential for the proper performance of the contract and on the observance of which customers may rely, Quality Austria shall only be liable for foreseeable damage typical for the contract. The amount of liability is limited to the contractually agreed remuneration paid to Quality Austria for the underlying services when due. The aforementioned limitations of liability shall not apply to intentional and grossly negligent behaviour on the part of Quality Austria or to compensation for personal injury. In these cases, the statutory provisions shall apply.
- Liability towards entrepreneurs (B2B):
2. Quality Austria is generally only liable to customers for wilful and grossly negligent breaches of its contractual obligations in accordance with the following provisions. Despite careful examination, Quality Austria assumes no liability for the correctness, completeness and up-to-dateness of the course and examination documents and other publications.
 3. Any liability of Quality Austria shall be limited to typically foreseeable damages suffered by the customer and shall be limited in amount to the contractually agreed remuneration paid to Quality Austria for the underlying services when due.
 4. Quality Austria shall under no circumstances be liable for loss of profit, consequential damages, indirect damages or pure financial losses of any kind.
 5. Any claim for damages may only be asserted in court within six

naknadu saznalo za štetu, a najkasnije u roku od dve godine od nastanka događaja koji je doveo do potraživanja. U suprotnom, pravo na potraživanje zastareva.

6. Korisnik garantuje da će, u meri u kojoj je to zakonom dozvoljeno i osim ukoliko sa Quality Austria nije izričito drugačije dogovoreno u pisanoj formi, usluge Quality Austria koristiti isključivo za sopstvene potrebe, a ne za potrebe trećih lica. Ukoliko se usluge Quality Austria ipak ustupe trećim licima ili koriste za potrebe trećih lica, time ne nastaje nikakva odgovornost Quality Austria prema tim trećim licima.
7. Ukoliko Quality Austria, u izuzetnom slučaju, bude odgovorna prema trećim licima, odredbe Odeljka VII, a naročito sva ograničenja odgovornosti sadržana u njemu, primenjivaće se ne samo na odnos između Quality Austria i korisnika, već i prema trećim licima. U slučaju da treća lica istaknu zahteve za naknadu štete prema Quality Austria, korisnik je dužan da Quality Austria u potpunosti obešteti i oslobodi od odgovornosti po osnovu takvih zahteva. Maksimalni iznos odgovornosti ugovoren u prethodno navedenom stavu 2 primenjuje se samo jednom, kao ukupan iznos za sva oštećena lica, čak i ako je štetu pretrpelo više lica (korisnik i jedno treće lice ili više trećih lica). Oštećena lica biće namirena srazmerno visini svojih potraživanja.

VIII. PRAVA INTELEKTUALNE SVOJINE

1. Sva dokumenta koja Quality Austria dostavi u papirnom ili elektronskom obliku u vezi sa **qualityaustria** uslugom predstavljaju intelektualnu svojinu Quality Austria. Dokumenta se učesnicima **qualityaustria** usluge stavljaju na raspolaganje isključivo u svrhu obuke i daljeg usavršavanja, kao i za njihovu ličnu upotrebu. Svaka druga upotreba ili prosleđivanje dozvoljeni su samo uz izričitu pisanu saglasnost Quality Austria. Bez takve saglasnosti Quality Austria, dokumenta se ne smeju umnožavati niti učiniti dostupnim trećim licima.
2. Učesnicima je zabranjeno fotografisanje, kao i audio ili video snimanje **qualityaustria** usluga bez izričite pisane saglasnosti Quality Austria.
3. U slučaju kršenja odredaba iz tačke VIII, Quality Austria ima pravo da zahteva plaćanje ugovorne kazne u iznosu od 30.000 € za svaku pojedinačnu povredu, ne dovodeći u pitanje pravo na dalje zahteve za naknadu štete.

IX. ZAVRŠNE ODREDBE

1. Izmene i dopune ovih Opštih uslova poslovanja moraju biti sačinjene u pisanoj formi.
2. Ukoliko jedna ili više odredaba ovih Opštih uslova poslovanja budu nevažeće, to neće uticati na važenje preostalih odredaba. Nevažeća odredba biće zamenjena važećom odredbom koja je po svojoj ekonomskoj svrsi najbliža svrsi ovih Opštih uslova poslovanja.
3. Za sve sporove koji proisteknu iz ovog ugovora ili su u vezi sa njim ugovara se isključiva nadležnost suda u Beču, Innere Stadt.
4. Na ugovor se primenjuje austrijsko pravo, uz isključenje pravila o sukobu zakona i Konvencije Ujedinjenih nacija o ugovorima o međunarodnoj prodaji robe.

B. DODATNI USLOVI ZA NOSIOCE SERTIFIKATA

X. USLOVI ZA IZDAVANJE SERTIFIKATA

1. Preduslov za dobijanje sertifikata je uspešno položen ispit. Za pristup ovom ispitu neophodna je prijava učesnika (prijava za sertifikaciju). Prijavom za ispit učesnik izjavljuje da je saglasan da ispuni zahteve za sertifikaciju i dostavi sve informacije potrebne za ocenjivanje, naročito informacije o relevantnim kvalifikacijama, kao i da prihvata ove Opšte uslove poslovanja.
2. Prijavom za ispit učesnik prihvata uslove za nosioce sertifikata navedene u tački XI, ukoliko mu sertifikat bude izdat.

XI. USLOVI ZA NOSIOCE SERTIFIKATA

Nosioci sertifikata dužni su da se pridržavaju sledećih uslova:

1. Svi nosioci sertifikata i podnosioci prijave za sertifikaciju imaju pravo na uvid u postupke koji se odnose na sertifikaciju kompetentnosti, uz prethodno pisano obaveštenje Quality Austria.
2. Nosioci sertifikata obavezuju se da će, u okviru svojih profesionalnih aktivnosti, učiniti sve što je u njihovoj moći radi

months after the person entitled to claim has become aware of the damage, but at the latest within two years of the event giving rise to the claim, otherwise it shall be time-barred.

6. The customer guarantees that, to the extent permitted by law and unless otherwise expressly agreed with Quality Austria in writing, the services of Quality Austria will be used exclusively for the customer's own purposes and not for third parties. If Quality Austria's services are nevertheless passed on to third parties or used for third parties, this shall not give rise to any liability on the part of Quality Austria towards third parties.
7. Should Quality Austria exceptionally be liable towards third parties, the provisions of Section VII, in particular all limitations of liability contained therein, shall apply not only in the relationship between Quality Austria and the customer, but also towards third parties. In the event that third parties assert claims for damages against Quality Austria, the customer shall fully indemnify and hold Quality Austria harmless against such claims. The maximum liability amount agreed in paragraph 2 above shall only apply once in total to all injured parties, even if several persons (the customer and a third person or several third parties) have been injured. Injured parties shall be satisfied according to the extent of their claims.

VIII. INTELLECTUAL PROPERTY RIGHTS

1. All documents provided by Quality Austria in paper or electronic form in connection with the **qualityaustria** service are the intellectual property of Quality Austria. The documents are made available to the participants of the **qualityaustria** service exclusively for training and further education purposes and for their personal use. Any other use or disclosure is only permitted with the express written consent of Quality Austria. The documents may neither be reproduced nor made accessible to third parties without such consent from Quality Austria.
2. Participants are prohibited from making image, audio or video recordings of **qualityaustria** services without the express written consent of Quality Austria.
3. In the event of violations of point VIII, Quality Austria is entitled to claim a contractual penalty in the amount of € 30,000 per violation, without prejudice to further claims for damages.

IX. FINAL PROVISIONS

1. Amendments and supplements to these terms and conditions must be made in writing.
2. Should one or more provisions of these GTC be invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a valid provision that comes closest to the economic purpose of these GTC.
3. Vienna, Innere Stadt, is agreed as the exclusive place of jurisdiction for all disputes arising from or in connection with this contract.
4. The contract shall be governed by Austrian law to the exclusion of the conflict of laws rules and the UN Convention on Contracts for the International Sale of Goods.

B. ADDITIONAL CONDITIONS FOR HOLDERS OF CERTIFICATES

X. CONDITIONS FOR THE ISSUE OF A CERTIFICATE

1. The prerequisite for the award of a certificate is the successful completion of an examination. Registration (application for certification) by the participant is required for this examination. By registering for the examination, the participating person declares their agreement to fulfil the requirements for certification and to provide all information required for the assessment, in particular regarding the relevant qualifications, as well as their agreement to these GTC.
2. By registering for the examination, the participant submits to the conditions for certificate holders listed in point XI if a certificate is issued.

XI. CONDITIONS FOR HOLDERS OF CERTIFICATES

Certificate holders are obliged to comply with the following conditions:

1. All certificate holders and certificate applicants have the right to inspect the processes leading to competence certification upon prior written notification to Quality Austria.
2. Certificate holders undertake to do everything in their power to promote, introduce and continue modern management methods

promovisanja, uvođenja i daljeg razvoja savremenih metoda menadžmenta, između ostalog i onih koje je utvrdila Quality Austria.

3. Nosioci sertifikata obavezuju se da ciljano proširuju svoja znanja i veštine učešćem na relevantnim stručnim skupovima, proučavanjem stručne literature, aktivnim učešćem u ERFA grupama i sl., kao i da svoja znanja i veštine kontinuirano održavaju ažurnim.
4. Nosioci sertifikata treba da uspostavljaju i održavaju saradnju sa kolegama iz drugih kompanija, sektora i oblasti. Za aktivnosti ove vrste (npr. ERFA grupe, stručni krugovi i sl.) imaju pravo na podršku Quality Austria.
5. Svi nosioci sertifikata imaju pravo da pre isteka važenja sertifikata podnesu zahtev za produženje njegovog važenja i da im ono bude odobreno ukoliko ispunjavaju propisane zahteve. Produženje važenja sertifikata vrši se u skladu sa trenutno važećim zahtevima.
6. Nosioci sertifikata obavezuju se da, na zahtev Quality Austria ili u okviru resertifikacije, dostave dokumenta potrebna za dokazivanje svoje kompetentnosti i praktičnog iskustva (npr. privremene potvrde, opise poslova i sl.), koja moraju odgovarati stvarnom stanju.
7. Sertifikati ostaju u vlasništvu Quality Austria. Nosioci sertifikata dužni su da **qualityaustria** sertifikate koriste isključivo u svrhu za koju su namenjeni. Sertifikati se naročito ne smeju koristiti na obmanjujući ili neprimeren način.
8. Nosioci sertifikata dužni su da Quality Austria odmah, u pisanoj formi, obaveste o svim prigovorima trećih lica za koje saznaju, a koji se odnose na njihovu kompetentnost ili sertifikaciju. Quality Austria može ispitati predmetni prigovor.
9. Ukoliko prethodno navedeni uslovi (naročito odredbe tačaka III i XI) nisu ispunjeni, Quality Austria ima pravo da sertifikat, sa trenutnim dejstvom, privremeno ili trajno povuče. Ukoliko nosilac sertifikata smatra da više nije u mogućnosti da ispunjava ove „Uslove za nosioce sertifikata“, dužan je da vrati odgovarajući sertifikat.
10. U slučaju povlačenja ili poništenja sertifikata, nosilac sertifikata obavezuje se da ga bez odlaganja vrati Quality Austria preporučenom poštom. Dokumenta koja sadrže pozivanje na njegov sertifikovani status ne smeju se ponovo koristiti.

as specified by Quality Austria, among others, within the scope of their professional activities.

3. Certificate holders commit themselves to purposefully expanding their knowledge and skills by participating in relevant specialist events, studying literature, actively participating in ERFA groups, etc., and keeping them up to date at all times.
4. Certificate holders should initiate and maintain cooperation with colleagues from other companies, sectors and areas. They have the right to receive the support of Quality Austria for activities of this kind (e.g. ERFA groups, circles, etc.).
5. All certificate holders have the right to apply for an extension before their certificate expires and to receive an extension if they fulfil the requirements. The extension of their certificate is linked to the current requirements.
6. Certificate holders undertake to provide the documents necessary to prove their competence and practical experience (e.g. interim certificates, job descriptions, etc.), which must correspond to the actual circumstances, at the request of Quality Austria or in the course of recertification.
7. Certificates remain the property of Quality Austria. Certificate holders are obliged to use **qualityaustria** certificates only as intended. In particular, the certificates may not be used in a misleading or improper manner.
8. Certificate holders are obliged to immediately notify Quality Austria in writing of any complaints they become aware of from third parties that relate to their competence or certification. Quality Austria may investigate the respective complaint.
9. If the above-mentioned conditions (in particular points III and XI) are not fulfilled, Quality Austria is authorised to withdraw the certificate temporarily or permanently with immediate effect. If the certificate holder no longer feels able to fulfil these "Conditions for Certificate Holders", he/she is obliged to surrender the corresponding certificate.
10. In the event of withdrawal or cancellation of the certificate, the person holding the certificate undertakes to return it to Quality Austria immediately by registered letter. Documents that contain a reference to their certified status may not be reused.