Recovering a business account after losing a mobile phone · How to access it?

For: Paušalni obrt · Obrtnici · j.d.o.o. · d.o.o.

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Ensure confirmed alternative access methods and an official system contact in advance.

A starting point in practice

Keep the recovery data in a secure location to which you have legitimate access.

Test recovery once in a scenario without an existing phone.

Working example · Recovery of a business account after losing a mobile phone

Test recovery once in a scenario without an existing phone.

Specific next steps

1. Keep the recovery data in a secure location to which you have legitimate access.
2. Test recovery once in a scenario without an existing phone.
3. After recovery, check the active sessions and remove the old device.

Limits of application

When personal data covered by the GDPR is processed.

Sources

EUR-Lex · General Data Protection Regulation (EU) 2016/679

https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32016R0679

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-digital-oporavak-prijave-odluka