Recovering a business account after losing a mobile phone · What to do when the process stalls?

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

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

If access is only possible through one person, set up a substitute authorised user.

When a plan meets an obstacle

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

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

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. Ensure confirmed alternative access methods and an official system contact in advance.
2. Keep the recovery data in a secure location to which you have legitimate access.
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-problem