Sending a photo of your ID card via message · What to do if the process gets stuck?

For: Private accommodation host

Practical business guidance · Reviewed: 2026-11-22

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

If you have received an unnecessary copy, protect the data and assess the justification for retaining it before sharing it further.

When a plan meets an obstacle

Check which information is required for the application and whether the process can be arranged without copying the identity card.

Record the purpose and scope of the data, the method of entry and the retention period for additional systems.

Working example · Sending a photo of an identity card via a message

Check whether copies have also been created outside eVisitora, for example in messages or the gallery.

Specific next steps

1. Check which information is required for the application and whether the process can be arranged without copying the identity card.

2. Record the purpose and scope of the data, the method of entry and the retention period for additional systems.

3. Advance guests to the secure channel and provide the necessary information.

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-smj-osobna-fotografija-problem