Privacy Policy

1. Purpose of this Privacy Statement

Dorottya Sárosi ("Data Controller"), as the operator of support81.hu online store, manages the personal information of customers in connection with its online sales and information activities. The purpose of data management is solely to fulfill the requests and to fulfill the obligations related to the fulfillment (billing, delivery of goods to the recipient) or, in the case of signing up for a newsletter, to deliver the newsletter to the recipient. The Data Controller only handles personal data that is necessary for the fulfillment of the purpose of the data management and is suitable for the purpose. We process personal data only to the extent and for the time necessary to achieve the purpose. The Data Controller shall carry out the data management activities in accordance with the applicable legislation. The Data Controller shall protect in a reasonable manner the information maintained by customers, registered Users and newsletter sign-ups in the Web Store. The Support81.hu Web Store (hereinafter referred to as "Service Provider", "Data Controller"), as a Data Controller, acknowledges the content of this legal notice. You agree that all data management related to your activity will comply with the requirements set out in this Policy and applicable national and European Union legislation. The Service Provider reserves the right to change this information at any time. Of course, you will inform your audience in good time of any changes. If you have a question related to this communication, please write to us and our colleague will answer your question. The Service Provider is committed to protecting the personal data of its clients and partners, and it is extremely important to respect its clients' right to self-determination in information. The Service Provider maintains confidentiality of personal data and takes all security, technical and organizational measures that guarantee the security of the data. The Service Provider. describes your data management practices below.

2. Data of the controller

Name: Dorottya Sárosi E.V.

Name of the store: support81 webáruház

Tax number: 55655648-1-33

Contact name: Dorottya Sárosi

Contact phone number: + 36-30 / 422-8558

2.1 The Data Protection Officer

There is no need to appoint a Data Protection Officer for the business.

3. Purpose, method and legal basis of data management

Data management of the Service Provider's activities is based on voluntary consent or legal authorization. In the case of data-driven voluntary contributions, the data subject may withdraw this consent at any stage of the data processing. In some cases, the management, storage and transmission of a set of data provided is mandatory by law. The Service Providers are reminded that if they do not provide their personal data, the Service Provider is obliged to obtain the consent of the data subject. Your privacy policy is in accordance with applicable data protection laws, in particular:

- CXII of 2011; Act - on the Right of Information Self-Determination and Freedom of Information (Infotv.);

- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 - on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and Regulation 95/46 / EC its exclusion (General Data Protection Regulation, GDPR);

- Act V of 2013 - on the Civil Code (Civil Code); - CLIX of 2012 on Postal Services law

4. The scope of personal data processed

Consent to Data Management: The User explicitly consents to the processing of his or her personal information when registering, subscribing to a newsletter, or purchasing without registration. Stakeholders: Registered users, newsletter sign-ups, unregistered customers. Scope of Data Management for Registered Customers: The data provided by registered customers during registration to complete an order. Name, contact, (phone, mail) shipping address, billing address. The purpose of data collection for registered customers is to fulfill orders and use the data stored for billing and re-purchases. Management of Personal Data for Direct Purchase Purposes under GDPR (47). Scope of Data Management for Unregistered Customers: The data provided by unregistered customers during the order to complete the order. Name, contact, (phone, mail) shipping address, billing address. The purpose of data collection for non-registered customers is to fulfill orders and to bill. Management of Personal Data for Direct Purchase Purposes According to GDPR (47). Scope of Data Management for Newsletter Subscribers: The information provided by newsletter subscribers during the subscription process to send an electronic newsletter. Name, email address. The purpose of data collection for newsletter subscribers is to send an electronic newsletter.

4.1 Intended Use and Retention Period of Personal Data Processed

Data Management Name: Registered customer's personal information. Use: Fulfill orders, simplify re-purchase. Legal basis: Fulfillment of orders and use of data stored for billing, re-purchase. Management of Personal Data for Direct Purchase Purposes According to GDPR (47). Retention Period: Until Revocation Data Management Name: Personal details of an unregistered customer. Usage: Fulfill orders. Legal basis: Order fulfillment and billing. Management of Personal Data for Direct Purchase Purposes According to GDPR (47). Shelf life: Order fulfillment, closing, and consumer complaints, redress options. Data management name: Subscribe to newsletter, email mini training. Use: Electronic Newsletter. Legal basis: Submit an electronic newsletter. Retention Period: Until you opt out voluntarily or, in the event of inactivity for more than 1 year, until your controller is deleted.

5. Data processors

The Service Provider, as the operator and data controller of the webshop, uses the following data processors in the course of its operation, where for the purpose of data management the personal data may be known and processed and stored by data processors according to their own regulations and legal requirements.

Authorized data processors: Webshop engine and hosting provider: Unas Online Kft. H-9400 Sopron, Major köz 2. I615

Newsletter and marketing automation system provider: Unas Online Kft. H-9400 Sopron, Major köz 2. I615

Courier service: GLS General Logistics Systems Hungary Package Logistics Ltd. 2351 Alsónémedi GLS Európa u.

Package service: SPRINTER Courier Service Ltd. 1097 Budapest, Táblás utca 39. Billing: Invoice.hu - KBOSS.hu Kft. Headquarters: 1031 Budapest, Záhony utca 7.

6. The physical storage location of the data

Data stored in the webshop: Unas Online Kft. as Support81 at the data processing headquarters and the DataLand server room (1132 Budapest, Victor Hugo u. 11-15) your contracted data processor manages the data on the basis of the following privacy statement: Unas Online Kft.

Data stored by the GLS Hungary logistics partner:

The personal data being processed is stored on a monitored, intranet protected by firewalls, which is installed in secure, controlled server rooms.

7. Stakeholders' rights and remedies

The data subject may request information about the processing of his or her personal data, and may request the rectification or deletion of his or her personal data, except for mandatory data processing, exercise his or her right to data storage and protest as indicated at the data collection.

7.1 Right to Information

The Service Provider. take appropriate measures to ensure that the persons concerned have all the information on the processing of personal data referred to in Articles 13 and 14 of the GDPR and in Articles 15 to 22; 1. Each Member State shall provide each piece of information referred to in Articles 1 and 34 in a concise, transparent, comprehensible and easily accessible form, in a clear and unambiguous manner. The Customer, who subscribes to the newsletter, may request the Data Controller to correct, delete or block personal data.

7.2 The data subject's right of access

The data subject shall have the right to receive feedback from the controller that his or her personal data is being processed and, if so, to have access to the personal data and the following information: purposes of the data processing; the categories of personal data concerned; the recipients or categories of recipients to whom the personal data have been or will be communicated, including in particular third-country recipients or international organizations; the envisaged period for which the personal data will be stored; the right to rectification, erasure or restriction of data management and the right to object; the right to lodge a complaint to the supervisory authority; information on data sources; the fact of automated decision-making, including profiling, and understandable logic and the importance of such data management and the expected consequences for the data subject. The controller shall provide the information within a maximum of one month from the submission of the request. The Customer, who subscribes to the newsletter, may request the Data Controller to correct, delete or block personal data.

7.3 Right of rectification

The data subject may request the correction of inaccurate personal data managed by the Service Provider and the completion of incomplete data. The registered user may use the username and password provided during registration to view, modify or delete his / her own data. The Customer, who subscribes to the newsletter, may request the Data Controller to correct, delete or block personal data.

7.4 Right of Deletion

The data subject shall have the right, upon request, to delete the personal data relating to him without undue delay upon his request: - personal data are no longer needed for the purpose for which they were collected or otherwise processed; - the data subject withdraws his consent as the basis for the processing and there is no other legal basis for the processing; - the data subject objects to the data processing and there is no legitimate legitimate reason for the data processing; - unlawful processing of personal data; - personal data must be deleted in order to comply with a legal obligation under Union or national law applicable to the controller; - personal data were collected in connection with the provision of information society services. Deletion of data shall not be initiated where such processing is necessary for: the exercise of the right to freedom of expression and information; to fulfill an obligation under the Union or national law applicable to the controller for the processing of personal data or to carry out a task in the public interest or in the exercise of official authority vested in the controller; in the field of public health or for archival, scientific and historical research or statistical purposes in the public interest; or to make, enforce, or defend legal claims. The Customer, who subscribes to the newsletter, may request the Data Controller to correct, delete or block personal data.

7.5 Right to Restrict Data Management

At the request of the data subject, the Service Provider restricts the processing of data if any of the following conditions are met: - the data subject disputes the accuracy of the personal data, in which case the restriction applies to the period of time allowing verification of the accuracy of the personal data; - the processing is unlawful and the data subject opposes the erasure of the data and instead requests that their use be restricted; - the data controller no longer needs personal data for the purposes of data processing but the data subject requires them to present, assert or defend a legal claim; - the data subject objected to the processing; in this case, the restriction shall apply for a period until it is established whether the legitimate grounds of the controller prevail over those of the data subject. Where processing is subject to restrictions, personal data may be processed, except for storage, only with the consent of the data subject, or for the purpose of making, enforcing or defending legal claims, or protecting other natural or legal persons or an important public or Union interest. The Customer, who subscribes to the newsletter, may request the Data Controller to correct, delete or block personal data.

7.6 Right to Carry Data

The data subject shall have the right to receive the personal data concerning him or her which he or she has made available to the controller in a structured, widely used, machine-readable format and to pass on such data to another controller.

7.7 Right to Protest

The data subject shall have the right at any time to object to the processing of his or her personal data in the public interest or in the exercise of public authority delegated to the data controller too. In the event of a protest, the controller may not further process the personal data unless it is justified by overriding legitimate reasons relating to the interests, rights and freedoms of the data subject or to the filing, enforcement or protection of legal claims.

7.8 Right of Withdrawal

The data subject shall have the right to withdraw his or her consent at any time.

7.9 Right to apply to the courts

The data subject may take legal action against the controller in case of violation of his rights. The court will deal with the matter out of turn.

8. Cookies

8.1 The purpose of cookies

-collect information about visitors and their tools; - note the personal preferences of the visitors that will be used (e.g. using online transactions so you don't have to type them again; - make the website easier to use; - provide a quality user experience. In order to provide a personalized service, a small data packet is called up on the user's computer. places a cookie and reads it back later. If the browser returns a previously saved cookie, the cookie management service provider may link the current visit of the user to a previous cookie, but only to its own content.

8.2 Session Cookies Necessary The purpose of these cookies is to enable visitors to fully and smoothly browse the Web site of the Service Provider, to use its functions and the services available there. Cookies of this type expire during the session (browsing), and when you close the browser, this type of cookie is automatically deleted from your computer or other device used for browsing.

8.3 Third Party Cookies (Analytics)

The Service Provider also uses Google Analytics, Google Adwords and facebook as third party cookies on the website of the webshop. By using third-party cookies, you collect information about your use of websites by using a statistical service. Use the data to improve the website and improve the user experience. These cookies will also remain on the visitor's computer or other browsing device, its browser, or until deleted by the visitor until they expire.

8.4 Third Party Cookies (Remarketing)

We inform visitors who visit the Support81.hu site that our site uses remarketing and similar audience services in its online advertising to enhance the customer experience. To do so, our site uses cookies, which you accept to be included in these similar audiences or remarketing lists. Our webshop draws visitors' attention to the use of cookies every time. You can read more about the role of cookies here: https://support.google.com/adwords/answer/2407785?ctx=glossary

Our site only uses the information we collect for your own online advertising and does not pass it on to third parties. Ads only display the products and services of the Support81.hu Web Store in text or image advertisements to the Web Store visitors. Online advertising can also be displayed on external websites (Google, Facebook, Instagram).

Visitors to the Web Store site may opt out of the use of Cookies at any time. For more information about deleting cookies, visit the following links:

- Internet Explorer: http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-11
- Firefox: https: //support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer
- Chrome: https://support.google.com/chrome/answer/95647?hl=en

newsletter sign-up appears in the remarketing ad, then signing up is always voluntary, and our newsletters always include the ability to modify or unsubscribe. If you have any comments regarding our Privacy Policy or Remarketing Policy or our Practice, please contact us at info@support81.hu. For Remarketing Ads, the Service Provider does not manage personal information, but only targets a qualified visitor community through the Google Adwords and facebook advertising systems.

9. Data Protection Authority Procedure

If the registered user, newsletter sign-up is not satisfied with the response of the data controller, he / she may assert his / her right to the protection of his / her personal data in a civil court and may file a complaint with the National Authority 22 / C.

Mailing address: 1530 Budapest, Pf .: 5.

Phone: 0613911400

E-mail: ugyfelszolgalat@naih.hu

Website: http://www.naih.hu

10. Other Provisions

Data handling not listed in this brochure will be reported at the time of data collection. We inform our clients that, under the authority of the court, the prosecutor, the investigating authority, the violation authority, the administrative authority, the National Data Protection and Freedom of Information Authority, the National Bank of Hungary or other legal entities, they can contact the controller to make it available. The Service Provider will provide the authorities with personal data only to the extent and to the extent necessary for the fulfillment of the purpose of the request, provided the authority has indicated the exact purpose and scope of the data.