

Privacy Policy

Official Privacy and Data Management Policy – English Version

1. Data Controller Information

UniServ SZTE Kft
Registered Office: 6720 Szeged, Dugonics tér 13, Hungary
Company Registration Number: 06 09 008999
Tax Number: 13194909-2-06
Email: info@uniservszte.hu

UniServ SZTE Kft (hereinafter referred to as the "Data Controller") is responsible for the lawful processing of personal data in accordance with the applicable laws, including:

- Act CXII of 2011 on the Right of Informational Self-Determination and on Freedom of Information ("Info Act"),
- Regulation (EU) 2016/679 ("GDPR"),
- Act V of 2013 on the Civil Code ("Ptk").

The Data Controller ensures the confidentiality, integrity, and security of personal data and implements appropriate technical and organizational measures to prevent unauthorized access, alteration, or disclosure.

2. Purpose of Data Processing

The Data Controller processes personal data solely for the purpose of handling complaints submitted by consumers in accordance with consumer protection laws, specifically Section 17/A of Act CLV of 1997 on Consumer Protection ("Fgytv.").

3. Personal Data Collected

For the purpose of complaint management, the following personal data may be collected:

- Name and address of the complainant,
- Date, location, and method of submission,
- Detailed description of the complaint and supporting documents,
- Response of the Data Controller, if immediate handling is possible,
- Signature of the complainant (if not submitted verbally via telephone or electronic communication),
- Name of the staff recording the complaint,
- Unique complaint reference number for complaints submitted via electronic or telephone channels,
- Email address or telephone number if the complaint is submitted electronically.

4. Legal Basis for Data Processing

The legal basis for processing is the fulfillment of a legal obligation pursuant to Article 6(1)(c) GDPR, specifically the requirements of Section 17/A Fgytv.

5. Data Source

The Data Controller collects personal data directly from the data subject.

6. Data Recipients

Personal data is accessible only to employees of the Data Controller involved in complaint handling.

Where applicable, the Data Controller may employ the following data processor:

- Unas Online Kft, 9400 Sopron, Kőszegi út 14, Company Registration Number: 08 09 015594, Tax Number: 14114113-2-08 (email service provider).

The processor is bound by contract to process data solely according to the instructions of the Data Controller and applicable law.

7. Data Transfers to Third Countries or International Organizations

The Data Controller does not transfer personal data to countries outside the EU/EEA or international organizations.

8. Data Retention Period

Personal data related to complaints shall be retained for 5 years in accordance with Section 17/A(7) Fgytv.

9. Automated Decision-Making

No automated decision-making or profiling takes place.

10. Data Subject Rights

Data subjects have the following rights under GDPR:

- Right to access, rectification, and erasure,
- Right to restriction of processing,
- Right to object, including objection to direct marketing,
- Right to data portability,
- Right to withdraw consent at any time,
- Right to lodge a complaint with a supervisory authority.

11. Exercising Rights

Requests can be submitted via email (info@uniservszte.hu), post, or in person. Responses will be provided without undue delay, no later than 30 days.