

Privacy policy

1.Data Controller

The website accessible at <https://www.instantkomfort.hu/>

Klára Huszár-Haramza self-employed

Statistical identifier: 90394562741023114

Tax number: 90394562-1-34

Registered office: 7587 Heresznye, Petőfi Sándor utca 8.

Postal address: 1112 Budapest, Jégcsap u. 5. door 1/5

Phone: +36 70 633 4861

E-mail address: info@instantkomfort.hu

Website: <https://instantkomfort.hu/> (hereinafter referred to as the "Data Controller").

2. Legislation applicable to data processing, scope of the information notice

2.1 The above Data Controller (hereinafter referred to as the "Data Controller"), which operates the website available at the above Internet address (hereinafter referred to as the "Website"), provides its services from Hungary. Accordingly, the provision of the service and the Users' use of the service (including the processing of data) are governed by Hungarian and European law. The Data Controller shall primarily process the Users' data

- REGULATION (EU) No 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 repealing Directive 95/46/EC (General Data Protection Regulation); (The EU General Data Protection Regulation), (hereinafter referred to as "GDPR"),

- in accordance with the provisions of Act CVIII of 2001 on certain aspects of electronic commerce services and information society related services (Act on electronic commerce services and information society services) 2.

2.2 This notice applies to the processing of data during the use of the website <https://www.instantkomfort.hu/> (hereinafter referred to as the "Website") and the services available there.

2.3 For the purposes of this notice, User means: the natural persons browsing the Website or using the services and functions of the Website and who are concerned by the processing of data.

3. Data processing related to information technology data collection

3.1 The Data Controller uses cookies to operate the website and to collect technical data about visitors to the website.

3.2 The Data Controller provides a separate notice on the processing of data by cookies.

4. Processing of data related to the receipt and reply to a message

4.1 Data subjects: users who send messages to the Data Controller using the e-mail address indicated in the "Where & When?" section of the website, i.e. "contact".

4.2 Legal basis for processing: the consent of the User pursuant to Article 6(1)(a) of the GDPR. The User gives his consent by ticking the box in the form for sending a message or by sending it by e-mail.

The User is entitled to withdraw his consent at any time. Withdrawal of consent does not affect the lawfulness of the processing carried out prior to the withdrawal. If the User withdraws his/her consent before replying to the message, the Data Controller will not continue the exchange of messages, will not reply to the questions previously asked, as it will have to delete the data processed on the basis of the consent.

4.3 Scope of data processed:

The User sending the message:

- Last name,

- First name,
- E-mail address,
- telephone number,
- subject of the message (if sending an e-mail message),
- the content of the message.

4.4 Purpose of processing: to enable the User to exchange messages with the Data Controller.

The purpose of the processing of the telephone number is to enable the Data Controller to answer more complex questions posed in the message in a more expedient way, in the form of a telephone conversation.

4.5 The Data Controller shall delete the data processed for this purpose after the reply to the message/fulfilment of the request. If the exchange of information takes place by means of several messages on related subjects, the Data Controller shall delete the data after the end of the exchange of information or after the fulfilment of the request.

If the exchange of messages leads to the conclusion of a contract and the content of the messages is relevant to the contract, the Controller shall process the data on the basis of its legitimate economic interest until the expiry of the limitation period for claims arising from the contractual relationship, which is normally 5 years from the date on which the claim becomes due. Any interruption of the limitation period shall extend the period of processing until the new date on which the limitation period starts to run.

4.6 Method of storage of the data: in a separate file in the IT system of the Data Controller.

5. Data processing related to the survey of needs

5.1 The data subjects concerned by the processing: the Users who fill in the needs assessment questionnaire on the website.

5.2 Legal basis for processing: consent of the User pursuant to Article 6(1)(a) of the GDPR. The User gives his consent by ticking the box on the questionnaire.

The User is entitled to withdraw his consent at any time. Withdrawal of consent shall not affect the lawfulness of the processing carried out prior to the withdrawal. If the User withdraws his/her consent before the consultation or offer is made, the Data Controller shall not continue the consultation or offer, as it shall delete the data processed on the basis of the consent.

5.3. Scope of data processed:

The User:

- Last name,
- First name,
- E-mail address,
- telephone number,
- answers given when filling in the questionnaire,
- the floor plan submitted.

5.4 Purpose of data processing: to assess the User's needs and to contact him/her in order to provide a personalized offer that meets the needs.

5.5 Duration of data management: if no contract is concluded as a result of the consultation or offer, the Data Controller shall anonymize the data within 30 days of contacting the User or the validity period of any offer issued by the Data Controller.

The anonymous statistics shall be kept by the Data Controller without time limit.

However, the User can never be identified on the basis of the data kept in these statistics, and the Controller will no longer process the User's personal data in the statistics.

If a contract is concluded as a result of the offer, the Data Controller shall process the data on the basis of its legitimate economic interest until the expiry of the limitation period for claims arising from the contractual relationship, which is normally 5 years from the date on which the claim becomes due. Any interruption of the limitation

period shall extend the period of processing until the new date on which the limitation period starts to run.

5.6 Method of storage of the data: in a separate file in the IT system of the Data Controller.

6. Data transmission

6.1 The Data Controller does not transfer data to third parties for business or marketing purposes.

6.2 The Data Controller shall only transfer data to public authorities in the event of a legal obligation.

7. Use of a data processor

The Data Controller uses the following entities as data processors.

7.1. Hosting provider

7.1.1 Data subjects concerned by the processing of data: the Users as defined in this Notice.

7.1.2 The Data Controller uses as data processors the following

Do Média Szolgáltató Korlátolt Felelősségű Társaság

Abbreviated name: Do Média Kft.

Company registration number: 11-09-016434

Tax number: 11743435-2-11

Registered office: 2500 Esztergom, Kossuth Lajos utca 54. 4.

Phone: +36-33 999 616

E-mail: hello@domdom.hu

Website: <https://domdom.hu/>

7.1.3 Scope of the data concerned by the processing: the processing potentially concerns all the data indicated in this notice, the specific scope of the data being determined by the functions used by the User, as described in the above chapters on

specific processing.

7.1.4 Purpose of the use of the data processor: to ensure the operation of the site in the information technology sense, by providing the necessary electronic hosting.

7.1.5 Nature of the processing: the processing is carried out electronically, the processing of the data only involves the provision of the electronic storage space necessary for the operation of the site in IT terms.

7.2 Processing related to the provision of electronic mail storage

7.2.1 The data subjects concerned by the processing: the Users identified in this notice, with whom the Data Controller maintains contact by electronic mail.

7.2.2 The data subject of the processing: firstly, the name and e-mail address of the data subject, and secondly, any additional data sent by the User by e-mail.

7.2.3 Purpose of the use of data processors: to ensure the functioning of electronic mail.

7.2.4 Nature of the processing: the processing is carried out electronically, and the processing of the data is solely to ensure the operability of the storage space necessary for the operation of the electronic mail service in IT terms.

7.3 Website developer

7.3.1 Data subjects concerned by the processing: the Users as defined in this notice.

7.3.2 The Data Controller uses as a data processor

Dániel Góra self-employed

Statistical identifier: 68345507731123115

Tax number: 68345507-1-35

Registered office: 4400 Nyíregyháza, Család utca 45.

Postal address: 4400 Nyíregyháza, Család utca 45.

E-mail: daniel.gora27@gmail.com, as the developer of the website (hereinafter referred to as the "Data Processor").

7.3.3 Scope of data processing: the processing concerns all the data indicated in this

notice.

7.3.4 The purpose of using a data processor: to ensure the information technology operation of the website.

7.3.5 Nature of the processing: it is carried out electronically, the processing of the data being limited to the technical operations necessary for the operation of the software of the site in an IT sense.

7.4 The Data Controller does not use any processors other than the Data Processors indicated above and in the "Information on the use of cookies".

7.5 The Data Controller shall enter into a binding data processing contract with the data processors it uses in order to comply with the applicable legislation and to guarantee an adequate level of data security.

8. Privacy, data security

8.1 The Data Controller shall ensure the security of data in its data management and data processing activities, and shall ensure the enforcement of legal provisions and other data protection and confidentiality rules by technical and organisational measures and internal procedural rules. In particular, it shall take appropriate measures to protect the processed data against unauthorised access, alteration, disclosure, transmission, deletion or destruction, accidental destruction or accidental damage and against inaccessibility resulting from changes in the technology used.

8.2 The data on which the measurement of the number of visits and the mapping of the habits of using the website are based are initially recorded by the Data Controller's IT system in such a way that they cannot be directly linked to any individual.

8.3 The processing of data will only be carried out for the legitimate purposes set out in this notice, to the extent necessary and proportionate for those purposes, in accordance with the applicable laws and recommendations, and with appropriate security measures.

8.4 To this end, the Data Controller uses the http protocol "https" to access the website, which allows web communication to be encrypted and uniquely identified. In addition, as described above, the Data Controller stores the processed data in encrypted data files, which are stored in separate processing lists for each processing purpose and to which access is granted to specific employees of the Data Controller, who are responsible for the tasks related to the activities indicated in this Policy and whose job responsibility is to protect the data and to handle them responsibly in accordance with this Policy and the applicable legislation.

8.5 The Data Controller shall enter into a binding data processing contract with the data processors it uses to ensure compliance with applicable laws and to guarantee an adequate level of data security.

9. Rights of the User in relation to data management

9.1. Right to be informed

9.1.1 By reading this Privacy Policy, the User may at any time obtain information about the data processing. At the User's request, information may also be provided orally, provided that the User's identity has been verified by other means. The User may request information during and after the period of his/her involvement with the processing. The information shall also cover all relevant details of the processing and the way in which the User exercises his or her rights. Upon request, the Data Controller shall also inform the User of the measures taken in response to the User's requests or the reasons for not taking such measures, indicating the forums available for lodging a complaint.

9.1.2 Provision of information is free of charge. If the User's request is manifestly unfounded or excessive, in particular because of its repetitive nature, the Data Controller shall, taking into account the administrative costs of providing the requested information or taking the requested action:

- a) charge a reasonable fee; or
- b) refuse to act on the request.

9.1.3 The Data Controller shall provide the information as soon as possible (without undue delay) after the request is made, but no later than one month.

9.2 Right of access

9.2.1 The User has the right to access the data processed about him/her. In the event of such a request, the Controller shall inform the User whether or not his personal data are being processed and of all relevant circumstances relating to the specific processing.

9.2.2 Under the right of access, the User may request a copy of his/her personal data processed by the Data Controller, which the Data Controller shall provide to him/her free of charge on the first occasion. For subsequent copies, the Controller may charge a reasonable fee based on administrative costs.

9.2.3 The copy shall be provided by the Data Controller in a commonly used electronic format, unless the User requests otherwise.

9.2.4 The Data Controller shall provide access as described above as soon as possible (without undue delay) after the request is made, but no later than one month.

9.3 Right to correction

9.3.1 The User shall be entitled to have any personal data relating to him/her which is inaccurate to be corrected by the Data Controller without undue delay upon his/her request.

9.3.2 Taking into account the purpose of the processing, the User has the right to request the completion of incomplete personal data, including by means of a supplementary statement.

9.3.3 At the User's request, the Data Controller shall correct or, in justified cases, supplement inaccurate personal data concerning the User without undue delay.

9.4. Right to erasure

9.4.1 The User shall have the right to have the Controller delete personal data concerning him/her without undue delay upon his/her request, and the Controller

shall be obliged to delete personal data concerning the User without undue delay if one of the following grounds applies:

- a) the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- b) the User withdraws the consent on which the processing is based and there is no other legal basis for the processing (of the processing covered by this notice, only the processing based on consent described in the following chapters: 3. Technical processing based on consent related to information technology data collection; 4. Processing related to the receipt and response to a message; 5. Processing related to a survey);
- c) the User objects to the processing and there are no overriding legitimate grounds for the processing (of the processing covered by this notice, only the processing based on legitimate interest described in the following chapters: 3. Technical processing based on legitimate interest in relation to information technology data collection);
- d) the personal data have been unlawfully processed;
- e) the personal data must be erased in order to comply with a legal obligation under European Union or Member State law to which the controller is subject.

9.4.2 The Data Controller is not obliged to delete data necessary for the establishment, exercise or defence of legal claims, even if the User so requests, nor is the Data Controller obliged to delete data whose processing is necessary for the protection of the vital interests of the User or other natural persons or for the performance of an obligation under Union or Member State law applicable to the Data Controller. However, the Data Controller shall delete the data without request after the retention period has expired as a general rule.

9.5. Right to restriction of processing

9.5.1 At the User's request, the Controller shall restrict the processing of data if one of the following conditions is met:

- a) the User contests the accuracy of the personal data, in which case the limitation shall apply for the period of time that allows the Controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the User opposes the deletion of the data and instead requests the restriction of their use;
- c) the Data Controller no longer needs the personal data for the purposes of processing, but the User requires them for the establishment, exercise or defence of legal claims;
- d) the User has objected to the processing; in this case, the restriction applies for the period until it is established whether the legitimate interests of the Controller prevail over the legitimate interests of the User (of the processing covered by this notice, this applies only to processing based on legitimate interest as described in the following chapters: 3. Technical processing based on legitimate interest in relation to information technology data collection).

9.5.2 If the processing is restricted, such personal data shall be processed by the Controller only with the consent of the User, except for storage, or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for important public interests of the European Union or of a Member State.

9.5.3 The Data Controller shall inform the User who has contested the accuracy of the personal data and on this basis the processing has been restricted, of the lifting of the restriction of processing in advance.

9.6. Notification obligation in relation to rectification or erasure of personal data or restriction of processing The Data Controller shall notify the User of the rectification, restriction or erasure and all recipients to whom the data was previously transmitted. Notification may be omitted if it proves impossible or involves a disproportionate effort. Upon request, the Controller shall inform the User of these recipients.

9.7. Right to data portability

9.7.1 The User shall have the right to receive personal data concerning him/her which he/she has provided to the Data Controller in a structured, commonly used, machine-readable format, and the right to transmit such data to another data controller without hindrance from the data controller to which he/she has provided the personal data, if:

(a) the processing is based on the consent of the User or on a contract with the User; and

(b) the processing is carried out by automated means.

9.7.2 Of the data processing operations covered by this notice, the data processing operations described in the following chapters comply with the above conditions, and therefore the right to data portability may be exercised in relation to them:

a) carried out on the basis of consent:

3. Consent-based technical processing related to information technology data collection;

4. Data processing related to the receipt and response to a message;

5. Data processing related to the needs assessment questionnaire;

9.7.3 In exercising the right to data portability as set out above, the User shall have the right to request the direct transfer of personal data between data controllers, where technically feasible.

9.8 Right to oppose

9.8.1 The User may at any time oppose the processing of his/her personal data on the basis of legitimate interest for reasons related to his/her own situation.

9.8.2 In this case, the Data Controller may continue to process the personal data only if it proves that the processing is justified by compelling legitimate grounds which override the interests, rights and freedoms of the User or are related to the establishment, exercise or defence of legal claims.

9.8.3 Among the data processing operations covered by this notice, the User may

exercise his/her right to object in relation to the following data processing operations described in the chapters on data processing operations based on legitimate interest:

3. Technical processing based on legitimate interest related to the collection of information technology data.

10. Responding to User requests

10.1. The Controller shall provide the information and take the measures referred to in point 9 free of charge. If the request of the User concerned is manifestly unfounded or excessive, in particular because of its repetitive nature, the Data Controller shall, taking into account the administrative costs of providing the requested information or information or of taking the requested action:

- a) charge a reasonable fee; or
- (b) refuse to act on the request.

10.2. The Data Controller shall inform the User of the measures taken in response to the request, including the provision of copies of the data, without undue delay, but no later than one month from the receipt of the request. If necessary, taking into account the complexity of the request and the number of requests, this time limit may be extended by a further two months. The Data Controller shall inform the User of the extension of the time limit, stating the reasons for the delay, within one month of receipt of the request. Where the User concerned has submitted his request by electronic means, the information shall be provided by the Data Controller by electronic means, unless the User concerned requests otherwise.

10.3. If the Data Controller does not take action on the request of the User concerned, the Data Controller shall inform the User concerned without delay, but no later than one month from the receipt of the request, of the reasons for the failure to take action and of the right to lodge a complaint with the supervisory authority referred to in point 11 and to exercise his/her right to judicial remedy as provided for in the same point.

10.4. The User may submit requests to the Data Controller by any means that allows

the identification of the User. The identification of the User submitting the request is necessary because the Data Controller can only grant requests to those who are entitled to do so. If the Data Controller has reasonable doubts about the identity of the natural person submitting the request, it may request additional information necessary to confirm the identity of the User concerned.

10.5. User's requests may be sent by post to the Data Controller's address at **8 Petőfi Sándor Street, 7587 Heresznye**, or by e-mail to **info@instantkomfort.hu**. The Data Controller shall consider a request sent by e-mail to be authentic only if it is sent from the e-mail address provided by the User to the Data Controller and registered there, however, the use of another e-mail address shall not imply that the request is ignored. In the case of e-mail, the date of receipt shall be deemed to be the first working day following the sending of the request.

11. Enforcement of rights

Those concerned may exercise their rights before the courts and may also apply to the National Authority for Data Protection and Freedom of Information:

National Authority for Data Protection and Freedom of Information

Address: Hungary, 9-11 Falk Miksa Street 1055 Budapest

Postal address: Hungary, PO Box. 9. 1363 Budapest

Phone: +36 1 391 391 1400 Fax: +36 1 391 391 1410

E-mail: ugyfelszolgalat@naih.hu

Website: <https://naih.hu/>

In the event of a court proceeding, the action may be brought before the court of the User's domicile or residence, at the choice of the User concerned, as the court has jurisdiction to hear the case.

8 September 2024.