

# Privacy Policy

## Privacy policy regarding the processing of personal data

Privacy Policy Registration Number: NAIH-94151/2016.

The Chili Hungária Webshop considers it a fundamental obligation to fully respect the right to the protection of personal data in its operations, and we shall use all means at our disposal to ensure that your information complies with EU Regulation 2016/679 (the "General Data Protection Regulation"). and will be handled in full compliance with applicable laws and regulations. One of the main purposes of this policy is to ensure transparency, and in this document we intend to inform you about the collection, use, transfer and, not least, protection of your personal information - especially when you are contacted by us through our products.

We reserve the right to update and amend this Privacy Policy from time to time to reflect the current manner in which your personal data is handled and to comply with applicable legal obligations. In the event of any change to any of the above provisions, we will post a revised version of this Privacy Policy on our web site, and we ask that you periodically review the current content of this Privacy Policy.

## Who are we and how can you reach us?

We are considered data controllers under the Privacy Policy when we process your personal information in any way.

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LOCATION: 4183 Kaba Cukorgyari ltp. 3 / b

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E-MAIL: info@chilis.hu

WEBSITE: <https://chilis.hu>

We assure you that your views and comments are welcome and, if necessary, will be happy to provide you with any additional information regarding the processing of your data.

What categories of personal data do we process?

In general, we collect your personal information directly from you, so that when you collect it, you are able to influence the type of information you share with us. For example, we will provide you with the following information:

When you create your user account, you provide us with your email address, first and last name, phone number, billing address, and shipping address.

When you place an order, you will provide us with information about the product you are purchasing, your shipping address, your billing information, your chosen payment method, your phone number, and your email address.

In order to make the online user experience more personal and our offerings more personal to you, we may also collect and process certain information about your browsing and user behavior during our visits to our website.

We may store and collect information on our website that is processed through cookies and similar technologies in accordance with the relevant cookie policy.

We do not collect or in any way process sensitive data classified as special categories under the General Data Protection Regulation.

What is the purpose and legal basis of data management?

We may use your personal information for the following purposes:

## The Chili Hungaria Webshop to provide services to you

This general purpose includes the following uses, where applicable:

Create and manage a user account in the Chili Hungária Webshop interface;

Order processing, including receipt, delivery and billing;

Handling of cancellation of orders or any other order related to purchased goods;

Treatment of returned products in accordance with applicable legal provisions;

Refund of Products in accordance with applicable legal provisions;

Providing supportive services, including answering any questions you may have about the products advertised by the Chili Hungária Web Store or a specific order you have made to us.

The processing and processing of your data for the above purposes is required for the conclusion and performance of the contract between Chili Hungária Webshop and you. In addition, the treatment of certain data in this area is required by law, including taxation and accounting laws.

## Szolgáltatásaink fejlesztéséhez

We work to provide you with the highest quality service and online shopping experience possible. This requires, among other things, the collection and use of certain information about your shopping habits; for this reason, we conduct market research directly or with external partners and ask you to complete a satisfaction survey following a specific order.

We do these activities based on our legitimate business interests, while always keeping in mind that your fundamental rights and freedoms are not compromised.

## For marketing activities

We would like to keep you up to date with the latest offers and news on the products you are interested in. To this end, we occasionally send you general and thematic newsletters through our electronic channels (via email / banners, pop-up messages, etc.). We would also like to display other commercial inquiries and personalized offers on our website. In all cases, we will make sure that such data processing and processing is done in full respect of your rights and freedoms, and we guarantee that the processes and measures you use during data processing will not result in any adverse legal consequences for you, in particular not affected.

In most cases, our marketing communication activities will be done with your prior consent, which can be provided by ticking the "Newsletter sign-up" box. You can change your mind and withdraw your consent at any time by:

by changing the user account settings in the "My Account / Subscribe / Unsubscribe" section;

by opening the "I want to unsubscribe" link in the bottom section of the messages we receive from us; obsession by contacting the Chili Hungária Webshop through the contact details provided above.

We use some of our marketing activities to promote and develop our commercial operations with reference to our legitimate business interests. However, whenever we use information relating to you in the interest of our legitimate business interests, we do so with the utmost care and assurance of our best interests in this area, so that your fundamental rights and freedoms are not violated. However, you may at any time, through any of the methods described above, ask us to discontinue the processing of your personal information for marketing purposes, and we will respond to this request as soon as possible.

## **To protect legitimate business interests**

There may be situations in which asserting our rights and business interests and protecting our commercial activities may require the transmission of certain information. Such situations may include, but are not limited to:

security and other precautions against cyber attacks that threaten the security of the website and the users of the Chili Hungária Webshop;

measures to prevent and detect possible fraudulent attempts, including the transmission of relevant information to the competent authorities and public authorities;

How long do we keep your personal information?

As a rule, your personal data will be stored for the duration of the Chili Hungária Web Store user account. However, you may at any time ask us to delete certain information or to terminate your account, and we will respond to this request without exception, while ensuring that certain information remains in compliance with legal retention requirements even after the termination of your account.

If you do not have an account with Chili Hungária Webáruház, as a general rule, we are required to store all order information for a period of 3 [three] years from the completion of the order. As noted above, we may be required to provide data retention beyond the three year period in accordance with applicable legal retention requirements.

Who do we forward your personal information to?

In some cases, we may share your personal information with, or grant access to, certain of your personal information to the following parties:

our courier, express delivery suppliers;

billing system

In order to comply with our statutory obligation and to protect our legitimate economic interests, we disclose certain personal information to public authorities.

We fully guarantee that a private entity identified as a third party will have access to your data only to the fullest extent permitted by applicable law and regulations in the field of data protection, information security and confidentiality, as set forth in the agreement with such organization.

The security of communication to service providers and other third parties is always protected by contractual obligations.

How do we protect the security of your personal information?

We are committed to fully guaranteeing the security of your personal data by implementing industry-standard technical and organizational measures.

We keep your personal information on secure servers using state-of-the-art encryption algorithms and storage expansion mechanisms.

We use PayPal and Barion payment support services for payments. All payment information is encrypted with SSL technology.

Please be advised that, despite our best efforts to protect your personal information, the security of information transmitted over the World Wide Web and other public networks may never be considered complete, and such data may be compromised and used by unauthorized third parties. We are not responsible for the vulnerability or vulnerability of any system not under our control.

## **What rights do you have?**

The General Data Protection Regulation confers a number of rights on you with regard to your personal data. You can request access to your information, correct any information in our records, or object to the processing of your personal information. You also have the right to lodge a complaint, to raise an objection with the competent supervisory authority or to bring an action before the competent court. Depending on the situation, you have the right to demand the deletion of your personal data, the restriction of data management and the to lock your data and ensure that your data is portable.

Please refer to the table below for more information on these rights.

You can contact us through the contacts above to enforce your rights. Please read the following points carefully if you would like to assert your rights:

**Identification.** We strictly respect the confidentiality of all records containing personal information, so please send us your request for such records from the email address associated with your Chili Hungária Web Store account. If you use a different email address, we reserve the right to verify your identity through an additional set of questions.

**Response Deadline.** We will respond to any valid request within 2 business days. If we need more time to process your request, we will definitely let you know. As part of this, we may ask you to provide more information about what information or documents you need and to address any concerns, if any, in order to respond to your request as accurately as possible. This way we can help you faster and the response time is shorter.

**Third party rights.** We are not obliged to respond to your request if the request contained in the request is met by another data subject or privacy policy. would infringe a third party's right or freedom.

**Right of access:**

You can ask us to:

confirm if your personal data is being processed by us;

provide a copy of the personal data subject to the data processing;

provide us with additional information about your personal information, in particular what information we have, the purposes of our data management, who we share this information with, how we protect it, how long we store this information, and what rights you have with this information the manner and form in which you may submit a complaint, and finally, where we obtained your information, provided that such information has not been made available to you prior to the notification under this section.

## **Right of rectification:**

You may request that we correct or correct this. complete inaccurate or incomplete personal information about you. Before correcting

incorrect data, we may check the reality or accuracy of the data concerned.

## **Right to delete, forget:**

You may request the deletion of your personal information, but only if

if the data concerned are no longer necessary for the purposes for which they were processed when the data were collected; obsession,

if you have withdrawn your consent (provided that your data management is solely based on consent); obsession,

if you exercise your right to protest; obsession,

if the personal data concerned have been unlawfully processed; obsession,

if the deletion of the data concerned is required by law.

We are not required to comply with your request for the deletion of your personal information if the processing of your personal information is necessary and justified for the following reasons:

compliance with an obligation under Union or Member State law; obsession

to make, enforce, or defend legal claims.

In addition to the foregoing, there may be other circumstances in which we are not required to comply with your request for the deletion of your personal data, however, in particular in the cases listed above, we may deny your request to do so.

## **Right to Restrict Data Management (Lockout)**

You may request that we restrict the processing of your personal information (ie lock your data), but only if one of the following is true:

if you dispute the accuracy of your personal information for the period necessary to verify it; obsession,

if the processing is unlawful and you object to the deletion of the data; obsession,

if the data concerned are no longer necessary for the purposes for which they were processed at the time of collection, but deletion is precluded by the submission, enforcement or protection of certain legal claims; obsession,

if you have exercised your right to object and the legality of our proceedings has not yet been completed.

We will continue to be entitled to use your personal information in the event of a lockout, provided that:

we have received your consent to do so; obsession,

if the use (existence) of the data concerned is necessary in order to assert a right or a legitimate interest before a court; obsession

if the use of the data concerned is necessary to protect the rights of another natural or legal person.

Ensure data portability (data portability):

You may ask us to provide your personal data in a structured, widely used, machine-readable format, and you have the right to forward this data to another controller if

the data processing is solely with your consent and is based on the contractual authorization set out in your agreement; and data management is automated.

## **Right to protest**

You may, at any time, object to the processing of your personal information for reasons related to your own situation if you believe that your fundamental rights and freedoms do so in the interest of our business.

You may also, at any time and without reason, object to the direct marketing of your personal information (including user profiling) as long as it relates to direct marketing, in which case data will be terminated as soon as possible.

## **Right to complain**

You have the right to complain to the competent supervisory authority regarding the processing of your personal data. In Romania, the Data Protection Supervisor can be reached at:

The Office of the Data Protection Commissioner responsible for the Management of Personal Data

Headquarters: 1051 Budapest, Nádor u. 22nd

Postal address: 1387 Budapest, Pf. : 40.

Phone: +36 1 475 7186, +36 1 475 7100

Telefax: +36 1 269 3541

E-mail: [adatved@obh.hu](mailto:adatved@obh.hu)