

Privacy Policy

Privacy policy

Purpose of the privacy notice

The Renovia Group kft 2481 Velence, 12 Enyedi köz (address, hereinafter referred to as the provider, data controller) as the data controller, acknowledges the contents of this legal notice as binding on itself. It undertakes to ensure that any processing of data related to its activities complies with the requirements of this policy and the applicable national legislation and European Union legal acts.

A privacy policy relating to the Data Controller's data processing is available on an ongoing basis at www.redeemedshop.eu and www.redeemed.uk

The Data Controller reserves the right to change this information at any time. It will of course inform its audience of any changes in due time.

If you have any questions about this notice, please contact us and our team will answer them.

The Data Controller is committed to protecting the personal data of its customers and partners, and attaches great importance to respecting the right to information self-determination of its customers. The Data Controller handles personal data confidentially and takes all security, technical and organisational measures to ensure the security of the data.

The Data Controller describes its data management practices below.

Data of the controller

If you wish to contact our Company, you can contact the data controller at info@redeemedshop.eu or info@redeemed.uk and +36709480322.

The Data Controller will delete all e-mails received by it, including personal data, after a maximum of 5 years from the date of communication.

Name: Renovia group kft

Location: 2481 Velence, 12 Enyedi köz

Company registration number: 07-09-027248

Name of the registering court: Commercial Court

Tax number: 25736298-2-07

Telephone number: +36709480322

E-mail: info@redeemed.uk info@redeemedshop.eu

The controller has not appointed a Data Protection Officer.

Online payment. Online credit card payments are made through the Barion or Stripe system. The credit card data are not transmitted to the merchant. The service provider Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number H-EN-I-1064/2013.

Other recipients of your personal data:

Name: Unas Online Kft

Office: 9400 Sopron, Kőszegi út 14.

Tax number: 14114113208

Company registration number: 08 09 015594

(the server operator and maintainer, the data centre operator and the webshop creator and maintainer), PostNL/Packeta as the delivery agent.

The bank associated with online payment is Barion

Online credit card payments are made through the Barion or Stripe system. Credit card details are not passed to the merchant. The service provider Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number H-EN-I-1064/2013.

Types of data collected

1. **Personal data** to be provided during registration:

- Name
- Email address
- Address
- Phone number

1. **Technical data**

The Data Controller shall select and operate the IT tools used to process personal data in the course of providing the service in such a way that the processed data:

- accessible to authorised persons (availability);
- authenticity and verification (authenticity of data processing);
- can be verified to be unchanged (data integrity);
- be protected against unauthorised access (data confidentiality).

The Controller shall take appropriate measures to protect the data against unauthorised access, alteration, disclosure, disclosure, erasure or destruction and against accidental destruction.

The Data Controller shall ensure the security of data processing by technical, organisational and organisational measures that provide a level of protection appropriate to the risks associated with the processing.

The Data Controller shall retain in the course of processing:

- confidentiality: it protects information so that only those who are entitled to it have access to it;
- integrity: it protects the accuracy of information and the method of processing, and completeness;
- availability: it ensures that when the rightful user needs it, you can actually access the information you need and have the tools to do so.

1. **Cookies**

What cookies do:

- collect information about visitors and their devices;
- remember visitors' individual preferences, which are used e.g. online transactions, so you don't have to type them in again;
- make the website easier to use;
- provide a quality user experience.

In order to provide a personalised service, a small piece of data called a cookie is placed on the user's computer and read back during a subsequent visit. When the browser returns a previously saved cookie, the cookie provider has the possibility to link the user's current visit to previous visits, but only in relation to its own content.

Duration of data

Duration of the data storage period of a cookie, more information is available here:

Google general cookie notice:

<https://www.google.com/policies/technologies/types/>

Google Analytics notice: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=hu>

Facebook notice:

https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screen

Legal background and legal basis for cookies:

The legal basis for processing is your consent pursuant to Article 6(1)(a) of the Regulation.

Main features of the cookies used by the website:

Strictly necessary cookies: these cookies are essential for the use of the website and allow you to use its essential functions. Without them, many of the site's features will not be available to you. The lifetime of these types of cookies is limited to the duration of the session.

Cookies to improve your user experience: these cookies collect information about your use of the website, such as which pages you visit most often or what error messages you receive from the website. These cookies do not collect any information that identifies the visitor, i.e. they are completely generic and anonymous. We use the information they provide to improve the performance of the website. The lifetime of these types of cookies is limited to the duration of the session.

Third-party cookies (analytics)Google Adwords cookie: When someone visits our site, the visitor's cookie ID is added to our remarketing list. Google uses cookies - such as NID and SID cookies - to personalise the ads you see in Google products, such as Google Search. It uses such cookies, for example, to remember your recent searches, your previous interactions with advertisements from individual advertisers or search results, and your visits to advertisers' websites. The AdWords conversion tracking feature uses cookies. To track ad sales and other conversions, cookies are saved on a user's computer when they click on an ad. Some common uses of cookies include: selecting ads based on what is relevant for a particular user, improving campaign performance reporting, and avoiding displaying ads that the user has already viewed.

Google Analytics cookie: Google Analytics is Google's analytics tool that helps website and application owners to get a more accurate picture of their visitors' activities. The service may use cookies to collect information and report statistics about website usage without individually identifying visitors to Google. The main cookie used by Google Analytics is the "__ga" cookie. In addition to generating reports from website usage statistics, Google Analytics, together with some of the advertising cookies described above, may also be used to display more relevant ads in Google products (such as Google Search) and across the web.

Remarketing cookies: may appear to previous visitors or users when browsing other sites on the Google Display Network or searching for terms related to your products or services

Session cookie: these cookies store the visitor's location, browser language, payment currency, and their lifetime is until the browser is closed or for a maximum of 2 hours.

Mobile version, design cookie: detects the device the visitor is using and switches to full view on mobile. Lifetime 365 days.

Cookie acceptance cookie: when you arrive at the site, you will be prompted to accept the cookie storage statement in the warning window. The cookie has a lifetime of 365 days.

Facebook pixel (Facebook cookie): A Facebook pixel is a code that allows the website to report conversions, create audiences and provide the site owner with detailed analytics on how visitors use the site. The Facebook pixel is used to display personalised offers and ads to website visitors on the Facebook interface. You can read Facebook's privacy policy here: <https://www.facebook.com/privacy/explanation>

If you do not accept the use of cookies, certain features will not be available to you. For more information on how to delete cookies, please click on the links below:

- 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>
- Mozilla: <https://support.mozilla.org/hu/kb/weboldalak-altal-elhelyezett-sutik-torlese-samito>
- Safari: https://support.apple.com/kb/ph21411?locale=en_US
- Chrome: <https://support.google.com/chrome/answer/95647>

1. Data related to online ordering

1. Customer's telephone number
2. email address
3. delivery address

1. Data related to online administration

- Customer's name
- telephone number
- email address

1. Data related to the newsletter

Data processing activities related to the sending of newsletters

Name of the company operating the mailing system:

Name: Unas Online Kft

Office: 9400 Sopron, Kőszegi út 14.

Tax number: 14114113208

Company registration number: 08 09 015594

The Data Processor contributes to the sending of newsletters on the basis of a contract with the Data Controller. In doing so, the Data Processor processes the name and e-mail address of the data subject to the extent necessary to send the newsletter.

Describe the options to subscribe and unsubscribe to the newsletter; provide unsubscribe options. Please use the contact details above to let us know if you wish to unsubscribe. We will delete your data upon request.

Purpose, method and legal basis of processing and use of data

1. General data management policy

The data management of the Data Controller's activities is based on voluntary consent or on legal authorisation. In the case of processing based on voluntary consent, data subjects may withdraw their consent at any stage of the processing.

In certain cases, the processing, storage and transmission of some of the data provided is required by law, and we will notify our customers separately.

The attention of the Data Controller is drawn to the fact that if the data subject does not provide his/her own personal data, the data subject is obliged to obtain the consent of the data subject.

Its data management principles comply with the applicable data protection legislation, in particular:

- Act CXII of 2011 on the Right to Informational 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 repealing Regulation (EC) No 95/46/EC (General Data Protection Regulation, GDPR);
- Act V of 2013 - on the Civil Code (Civil Code);
- Act C of 2000 - on Accounting (Accounting Act);
- Act LIII of 2017 on the Prevention of Money Laundering and Terrorist Financing and on the (Pmt.);
- Act CCXXXVII of 2013 - on Credit Institutions and Financial Undertakings (Hpt.).

1. Physical storage locations of data

Your personal data (i.e. data that can be associated with you personally) may be processed by us in the following ways: on the one hand, technical data relating to the computer, browser program, Internet address and pages visited in connection with the Internet connection are automatically generated in our computer system, and on the other hand, you may provide us with your name, contact details or other data if you wish to contact us personally when using the website.

Data technically recorded during the operation of the system: the data of the computer of the person concerned which are generated during the voting process and which are system records the automatic result of technical processes. The automatically recorded data is automatically logged by the system on entry and exit, without any declaration or action by the data subject. This data cannot be linked to other personal user data, except in cases required by law. Only the server administrator has access to the data.

Name: Unas Online Kft

Office: 9400 Sopron, Kőszegi út 14.

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1. Data transfers, data processing, data subjects

Itemised list of companies that transmit, store and know the data. List of the data and contact details of the companies concerned (e.g. accounting, invoicing, delivery of goods, crm system, online payment, etc.)

Name of the data processor: Renovia Group Kft

The data processor is located at 2481 Velence, 12 Enyedi köz, HU

Phone number of the data processor: +36709480322

E-mail address of the data processor: info@redeemed.uk info@redeemedshop.eu

The Data Processor contributes to the registration of orders on the basis of a contract with the Data Controller. In doing so, the Data Processor shall process the name, address, telephone number, number and date of orders of the data subject within the limitation period under civil law.

1. Rights and means of redress

During the period of processing, you have the following rights under the Regulation:

- the right to withdraw consent
- access to personal data and information on data management
- right to rectification
- restriction of processing,
- right to erasure
- right to protest
- right to portability.

If you wish to exercise your rights, this will involve your identification and the Data Controller will need to communicate with you as necessary. Therefore, in order to identify you, you will be required to provide personal data (but the identification will only be based on data that the Controller already holds about you) and your complaints about the processing will be available on the Controller's email account within the time period indicated in this Notice in relation to complaints. If you have been a customer of ours and would like to be identified for the purposes of complaint handling or warranty handling, please also provide your order ID for identification purposes. We can use this to identify you as a customer.

The Data Controller shall respond to complaints about data processing within 30 days at the latest.

- right to information

The Controller shall take appropriate measures to provide data subjects with all the information on the processing of personal data referred to in Articles 13 and 14 of the GDPR and each of the disclosures referred to in Articles 15 to 22 and 34 of the GDPR in a concise, transparent, intelligible and easily accessible form, in clear and plain language.

- right of access of the data subject

You have the right to receive feedback from the Data Controller as to whether or not your personal data is being processed and, if it is being processed, you have the right to:

- have access to the personal data processed; and
- the following information to be provided by the Data Controller:
- the purposes of the processing;
- the categories of personal data processed about you;
- information on the recipients or categories of recipients with whom or with which the personal data which the Data Controller has disclosed or will disclose;
- the envisaged period of storage of the personal data or, if this is not possible, the criteria for determining the duration;

- your right to request the Controller to process personal data concerning you rectification, erasure or restriction of processing, and processing based on legitimate interests may object to the processing of such personal data;
- the right to lodge a complaint with a supervisory authority;
- if the data was not collected from you, any available information about its source;
- the fact of automated decision-making (if such a process is used), including profiling and, at least in those cases, clear information about the logic used and the significance and likely consequences for you of such processing.

The purpose of exercising the right may be to ascertain and verify the lawfulness of the processing, and therefore, in the event of repeated requests for information, the Data Controller may charge reasonable compensation for the provision of information.

Access to personal data is provided by the Data Controller by sending you the personal data and information processed by email after you have identified yourself. If you are registered, we will provide access so that you can view and verify the personal data we process about you by logging into your account.

Please indicate in your request whether you want access to your personal data or information about data management.

- Right of rectification

You have the right to have inaccurate personal data relating to you corrected by the Data Controller without delay upon your request.

- Right to erasure

The data subject shall have the right, upon request and without undue delay, to obtain the erasure of personal data concerning him or her by the Data Controller on one of the following grounds:

- the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- the data subject withdraws the consent on which the processing is based and there is no other legal basis for the processing;
- the data subject objects to the processing and there are no overriding legitimate grounds for the processing;
- the personal data have been unlawfully processed;
- the personal data are processed in accordance with the legal requirements applicable to the controller under Union or Member State law must be deleted in order to fulfil the obligation;
- the collection of personal data by information society services was made in connection with the offer.

The erasure of data may not be initiated if the processing is necessary: for the exercise of the right to freedom of expression and information; for compliance with an obligation under Union or Member State law to process personal data or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; for public health purposes or for archiving, scientific or historical research purposes or statistical purposes in the public interest; or for the establishment, exercise or defence of legal claims.

- Right to restriction of processing

At the request of the data subject, the Data Controller shall restrict processing if one of the following conditions is met:

- the data subject contests the accuracy of the personal data, in which case the restriction is limited to the period
- which allows the accuracy of personal data to be verified;
- the processing is unlawful and the data subject opposes the erasure of the data and requests instead that the data be restricted on the use of;
- the data controller no longer needs the personal data for the purposes of processing, but the data subject needs them for the establishment, exercise or defence of legal claims;

or

- the data subject has objected to the processing; in this case, the restriction shall apply for the period applies until it is established whether the legitimate grounds of the controller prevail over the legitimate grounds of the data subject.

Where processing is restricted, personal data, other than storage, may be processed only with the consent of the data subject or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or of an important public interest of the Union or of a Member State.

- Right to data retention

If the processing is automated or if the processing is based on your voluntary consent, you have the right to request the Data Controller to receive the data you have provided to the Data Controller, which the Data Controller will make available to you in xml, JSON or csv format, and if technically feasible, you may request that the Data Controller transfer the data in this format to another data controller.

- Right to object

The data subject shall have the right to object at any time, on grounds relating to his or her particular situation, to processing of his or her personal data necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, or necessary for the purposes of the legitimate interests pursued by the controller or by a third party, including profiling based on those provisions. In the event of an objection, the controller may no longer process the personal data, unless there are compelling legitimate grounds for doing so which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

Automated decision-making in individual cases, including profilingThe data subject has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her.

- Right of withdrawal

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

- Right to apply to the courts

The data subject may take the controller to court if his or her rights are infringed. The court shall rule on the case out of turn.

1. Data Protection Authority procedure

You can lodge a complaint with the National Authority for Data Protection and Freedom of Information:

Name: National Authority for Data Protection and Freedom of Information

Registered office: 1125 Budapest, Szilágyi Erzsébet fasor 22/C. Postal address: 1530 Budapest, Pf.: 5.

Phone: 0613911400

Fax: 0613911410

E-mail: ugyfelszolgalat@naih.hu

Website: <http://www.naih.hu>

Other provisions

Information about data processing not listed in this notice is provided at the time of collection. We inform our customers that the court, the prosecutor, the investigating authority, the law enforcement authority, the administrative authority, the National Authority for Data Protection and Freedom of Information, the Hungarian National Bank, or other bodies authorised by law may contact the data controller to provide information, to disclose or transfer data, or to provide documents.

The Data Controller shall disclose to public authorities, where the public authority has indicated the precise purpose and scope of the data, only such personal data as are strictly necessary for the purpose of the request and to the extent strictly necessary for the purpose of the request.

This document contains all relevant information on data management in connection with the operation of the webshop in accordance with the European Union's General Data Protection Regulation 2016/679 (hereinafter referred to as the Regulation. GDPR) and the 2011 CXII. (hereinafter: Infotv.).

Velence, 2022-03-08.

www.redeemed.uk

www.redeemedshop.eu

Renovia Group kft