

## PRIVACY NOTICE

### Satisfaction survey on the use of software provided by the Data Controller

**The purpose of this notice is to provide the participants of the survey (Data Subjects) information related to the data processing of satisfaction survey on the use of software used or provided by the Data Controller.**

#### 1. DATA CONTROLLER AND ITS CONTACT INFORMATION

Name: GLS General Logistics Systems Hungary Kft.  
Principal office: 2351 Alsónémedi, GLS Európa utca 2.  
Email address: [adatvedelem@gls-hungary.com](mailto:adatvedelem@gls-hungary.com)  
Address for correspondence: 2351 Alsónémedi, GLS Európa utca 2.  
Data Protection Officer: dr. Katona Rita  
Email address: [adatvedelem@gls-hungary.com](mailto:adatvedelem@gls-hungary.com)

#### 2. PURPOSE OF DATA PROCESSING

The purpose of the data processing is to collect information about the usability and manageability of the software used by the Data Subjects in order to use this information in future developments carried out by the Data Controller and to determine the development directions on this basis.

#### 3. LEGAL BASIS OF DATA PROCESSING

Consent of the Data Subject (based on Point (1) a) Article 6 of GDPR)

#### 4. SCOPE OF PERSONAL DATA PROCESSED

- email address of the Data Subject

The email address of the Data Subject is necessary for sending the questionnaire, but the responses of the Data Subjects are anonymous, i.e. the Data Controller does not link them to the email address, so no data processing is carried out in relation to the responses of the Data Subjects.

#### 5. DURATION OF THE DATA STORAGE

The Data Controller processes the email address of Data Subjects until the Data Subject's consent is withdrawn or the personal data are no longer necessary in relation to the purposes for which they were processed.

#### 6. RIGHTS OF THE DATA SUBJECT

##### 6.1. RIGHT OF ACCESS BY THE DATA SUBJECT (RIGHT TO BE INFORMED)

Data Subjects have a right to receive information from the Data Controller whether their personal data is being processed. If data is being processed, the Data Subject may request information from the Controller about the following:

- a) purposes of the data processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipient to whom the personal data has been or will be disclosed, in particular recipients in third countries or international organisations;
- d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- e) the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;

- f) the right to lodge a complaint with a supervisory authority;
- g) where the personal data is not collected from the data subject, any available information as to their source;
- h) information about the existence of automated decision-making, including profiling, and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

The Controller shall provide a copy of the personal data undergoing processing free of charge once per year to the Data Subject. For any further copies requested by the Data Subject, the Controller may request reimbursement of costs (in the case of paper-based information: HUF 10/sheet). If the data subject has submitted the request electronically, the controller shall provide this data – unless otherwise instructed by the Data Subject – in electronic form to the Data Subject.

## **6.2. RIGHT TO RECTIFICATION**

The data subject shall have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her. Taking into account the purposes of the processing, the data subject shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

## **6.3. RIGHT TO ERASURE, RIGHT TO BE FORGOTTEN**

The Data Subject may request the Controller to erase his or her personal data in the following cases:

- a) the personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- b) if the processing is based on the Data Subject's consent, the Data Subject withdraws this consent, provided that the data processing has no other legal basis;
- c) the data subject objects to the data processing, if the rules of erasure exist in respect of this objection;
- d) the personal data has been unlawfully processed;
- e) the personal data has to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;
- f) the personal data has been collected in relation to the offer of information society services referred to in Article 8(1) of the Decree.

The Controller is not obliged to erase the personal data if the data processing is required:

- a) for exercising the right of freedom of expression and information;
- b) for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- c) on the basis of public interest concerning public health;
- d) for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes insofar as the right referred to in paragraph (1) is likely to render impossible or seriously impair the achievement of the objectives of that processing; or
- e) for the establishment, exercise or defence of legal claims.

## **6.4. RIGHT TO RESTRICTION OF PROCESSING**

The data subject shall have the right to obtain from the controller restriction of processing where one of the following applies:

- a) the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
- c) the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims;

- d) the data subject has objected to processing; in this case, the restriction applies pending the verification whether the legitimate grounds of the controller override those of the data subject.

## **6.5. RIGHT TO WITHDRAWAL OF CONSENT**

Where processing is based on consent of the Data Subject, the Data Subject shall have the right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of any processing that was conducted based on the consent prior to its withdrawal. The withdrawal must be sent to the Controller's e-mail address indicated in point 1.

## **6.6. SUBMITTING A COMPLAINT**

Request for information, rectification, restriction of processing, erasure related to the personal data to processing may be filed any time using the following contact information:

- in writing: 2351 Alsónémedi, GLS Európa utca 2.
- by e-mail: to the e-mail address [adatvedelem@gls-hungary.com](mailto:adatvedelem@gls-hungary.com)

Filing a complaint

If the Data Subject considers that the processing of personal data relating to him or her infringes this Privacy Notice or the regulation of GDPR, the Data Subject shall have the right to lodge a complaint.

### **Complaints shall be filed to the following addresses of the Controller:**

- in writing: 2351 Alsónémedi, GLS Európa utca 2.
- by e-mail: to the e-mail address [adatvedelem@gls-hungary.com](mailto:adatvedelem@gls-hungary.com)

The Controller starts the investigation of the complaint when the complaint is filed to the abovementioned addresses.

### **Complaints shall be filed to the following addresses of the Supervisory Authority:**

Hungarian National Authority for Data Protection and Freedom of Information (magyarul: Nemzeti Adatvédelmi és Információszabadság Hatóság)

Address: 1055 Budapest, Falk Miksa utca 9-11.

Postal address: 1363 Budapest, Pf.: 9.

E-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

Website: [www.naih.hu](http://www.naih.hu)

### **Judicial remedy**

The data subject may take action in court against the data controller if his or her rights are violated. The court – following the inquiry – shall consider the case as a matter of urgency. The case falls within the jurisdiction of regional courts (contact information of the Metropolitan Court of Budapest: H-1055 Budapest, Markó u. 27., 1363 Pf.: 16.). The legal action – at the data subject's choice – can be brought before the regional court with competence according to the data subject's domicile or place of residence. You can contact the regional court with competence according to your domicile or place of residence on the website <http://birosag.hu/ugyfelkapcsolatiportal/birosag-kereso>.