

Data Privacy Statement

<https://www.veolia.hu>

Veolia Energia Magyarország Zrt. as the data controller informs users and visitors as data subjects about the data concerning their visits to the website <https://www.veolia.hu> as follows.

Veolia Energia Magyarország Zrt. is committed to protecting the personal data of its customers and partners. In order to ensure the full exercise of the right of informational self-determination, Veolia Energia Magyarország Zrt. gives priority to the maximum protection of the personal data of its users, customers and visitors to its website. Veolia Energia Magyarország Zrt. handles personal data with care and confidentiality, in accordance with the obligations imposed by the Hungarian and European Union legislation, ensures the security of the data, takes the necessary technical and organisational measures and establishes the procedural rules necessary to enforce the applicable legislation in force.

Legislation

Veolia Energia Magyarország Zrt. has taken into account the following applicable legislation and recommendations when drafting the Data Privacy Statement:

- Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR)
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information (Infotv.)
- Act V of 2013, the Civil Code
- Decisions and recommendations of the National Authority for Data Protection and Freedom of Information: <http://naih.hu>

The data controller is Veolia Energia Magyarország Zrt. (registered office: 2040 Budaörs, Szabadság út 301., company register number: 13-10-041573, court of registration: Budapest District Court, tax number: 10782004-2-44)

Contact details of the data controller:

Veolia Energia Magyarország Zrt.
address: 2040 Budaörs, Szabadság út 301.
phone: +36 23/806-100
e- mail: titkarsag@veolia.com

Data processing related to the <https://www.veolia.hu/hu> website:

I. Server logging

The web server automatically registers the visitor's IP address. However, no users are assigned to IP addresses. The web server also records the type of operating system and browser software used, the terms searched on the site, other non-personal information (time of visit, link viewed). These are used only in aggregated and processed form to improve our service and for statistical purposes. This data is not linked in any way to other data provided by users.

The purpose of data processing: recording visitor data during the visit of the website to monitor the operation of the services, to provide personalized service, and to prevent misuse.

Legal basis for processing: Article 6 (1) (f) of GDPR (EU Data Protection Regulation 2016/679), legitimate interest, as Veolia Energia Magyarország Zrt. has a legitimate interest in the secure operation of its website.

Type of personal data processed: ID number, date, time, address of the visited page

Duration of data processing: 26 months

Data processor: the Data Controller does not use a Data Processor

Data transfer: data will not be transferred to a 3rd party.

Logging-related data processing by external service providers

Our site contains numerous connection/jumping points (links) that lead to other service providers' pages. We do not accept responsibility for these service providers' data and information protection practices. If you access other companies' or organizations' websites using the connection points, please also read the Privacy Policy of these sites.

II. Use of anonymous visitor identifier ("cookie")

When a user visits our website, the browser program used by the user may place an anonymous visitor identifier on the user's computer in order to provide customized services on our website. If the browser returns a previously saved cookie, the cookie management service provider has the ability to link the user's current visit to previous visits, but only in terms of its own content. The anonymous visitor identifier does not contain any personal information about the user and cannot identify the user in any way.

Purpose of the processing: to identify and distinguish users, to identify users' current session, to store the data provided during the session, to prevent data loss, to identify and track users, to measure web analytics

Legal basis for processing: article 6 (1) (a) GDPR (EU Data Protection Regulation 2016/679), consent of the data subject

The data processed: identification number, date, time and the page previously visited

Duration of data processing: 30 minutes

Possible consequences of failure to provide data: incomplete use of the website's services, inaccuracy of analytical measurements

The user can delete the cookie from his/her computer or disable the use of cookies in his/her browser. This can generally be done in the browser's Tools/Settings menu under the Privacy/History/Custom Settings menu, with options for cookie or tracking.

User rights, enforcement

Data subjects' rights: The data subject may request information about the processing of his or her personal data, request the rectification, erasure or blocking of his or her personal data, except for mandatory processing, exercise his or her right to data portability and objection, and request the restriction of data processing in the manner indicated at the time of data collection, or at the contact details of the controller.

The content of the concerned rights:

Right to access - concerned individuals have the right to be informed about any personal data processed by the data controller and to have access to that data.

Right to rectification - concerned individuals have the right to request an amendment or update of personal data that is inaccurate or incomplete.

Right to deletion - concerned individuals have the right to request the erasure of personal data collected.

Right to restriction - concerned individuals have the right to request that the data controller temporarily or permanently suspend the processing of all or part of personal data.

Right to object:

- the concerned subjects have the right to object at any time to our processing of personal data on grounds relating to particular situation

- the concerned subjects have the right to object to the processing of concerned personal data for direct marketing purposes.

The right to data portability - the concerned subjects have the right to request a copy of personal data in electronic format and the right to have personal data transferred for use in another party's service.

Right to be exempted from a decision based on automated decision-making - the concerned subjects have the right to be exempted from a decision based solely on automated decision-making, including profiling, where the decision taken would have a legal effect or similarly significant effect on you.

The controller shall provide the data subject with information without undue delay in response to a request for information or a data subject's objection or complaint about processing, within the time limits provided for by the applicable law. If necessary, taking into account the complexity of the request and the number of requests, this time limit may be extended as provided for by law. Where the data subject has made the request by electronic means, the information shall, as far as possible, be provided by electronic means, unless the data subject requests otherwise. If the controller fails to act on the data subject's request, the controller shall inform the data subject without delay and at the latest within the time limit laid down by law of the reasons for the failure to act and of the right to lodge a complaint with the data protection officer of the controller and with the data protection authority and to have recourse to judicial remedies.

Complaint to Veolia Energia Hungary Zrt.'s Data Protection Officer

Should you have a problem with the processing of personal data at Veolia Energia Magyarország Zrt., please contact the Data Protection Officer of Veolia Energia Magyarország Zrt. at adatvedelmi.felelos@veolia.com

Right to appeal to the courts

The data subject may apply to the courts for legal remedies. The data subject may decide to bring the case before the Court of the place of residence or domicile (contact details of the courts: <http://birosag.hu>). It is advisable to send the complaint to the data controller before starting any procedure.

Data Protection Authority proceedings

Complaints can be made to the National Authority for Data Protection and Freedom of Information:

Name: National Authority for Data Protection and Freedom of Information

Registered office: 1055 Budapest, Falk Miksa u. 9-11.

Address: 1363 Budapest, Pf.: 9.

Phone Number: 06 1 391 1400

Fax: 06 1 391 1410

E-mail: ugyfelszolgalat@naih.hu

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