

Information on our privacy policy

(13.11.2025)

General information about our data processing

It is very important to us to ensure proper protection of your personal data.

Providing your personal data is essential to enable us to fulfill your orders or requests in connection with our products and services. Protocall 2009 Kft shall only process data that are necessary to enable us to provide you with the best possible service, as well as the data you agreed to have us process.

In order to inform you about our privacy policy, we compiled the following information page on the matter of privacy.

However, it is important for you to remember that this information page is not a substitute for any of the official documents and policies released by Protocall 2009 Kft concerning data processing. Only these policies provide complete information on the entirety of data processing, please keep this in mind when reading this description here.

To read this document, it is necessary for you to first understand what constitutes personal data. Personal data is defined as any information about you as a natural person that may identify you or may make you identifiable. Such personal data includes your name, your telephone number and date of birth.

1. PROTOCOL 2009 LTD PROCESSES YOUR PERSONAL DATA FOR EXAMPLE BY THE DATA PROCESSING PROCEDURES AS BELOW

1.1 Application for a job opening on our website

In this instance of data processing, we process personal data related to our job application procedure.

You can find our detailed information on applying for a job on our website here: [Privacy policy - data processing concerning job applications submitted on our website](#)

1.2 Submitting a request for quotation form on our website

In this instance of data processing, we process personal data submitted through the request for quotation form available on our website.

The personal data provided when submitting the request for quotation are processed solely for the purpose of contacting you, preparing and sending you a quotation, or responding to your inquiry. We only process the data to the extent and for the duration necessary for these purposes.

You can find our detailed information on data processing related to submitting the request for quotation form here: **Privacy policy – data processing concerning the submission of the request for quotation form.**

1.3. Cookie management

To ensure a comfortable browsing experience, we use cookies to provide content and social media features, to analyse website traffic and to provide advertisements. You can read our cookie management information here: [Privacy Policy - Cookie management](#)

2. THE FOLLOWING RIGHTS APPLY TO YOU WITH REGARD TO DATA PROCESSING

It is a high priority for us to be able to adequately inform you regarding your personal data and to ensure you are able to exercise your rights properly. We have compiled a list of the rights that you are entitled to in relation to data processing.

2.1 Right to request information and access to personal data processed

As a person involved in the processing of your personal data, you are entitled to receive feedback from us as to whether your personal data is being processed and, if so, you are also entitled to have access to your personal data and related information. Such information includes, besides other things, the purposes of our data processing, the

categories of personal data, the persons to whom we may disclose your personal data, and the intended period of storage of your personal data.

2.2 Right of rectification

You are entitled to the right to have inaccurate personal data about you corrected upon request. In this regard, you are also entitled to the right to have your incomplete personal data rectified.

2.3 Right to delete or right to erasure

If any of the reasons listed here apply, you are entitled to the right to have your personal data delete without delay upon your request. These reasons are as follows:

- (a) your personal data are no longer required for the purpose which they were collected or otherwise processed for;
- (b) Data Subject has withdrawn his or her consent as the basis for the processing and there is no other legal basis for the processing;
- (c) Data Subject objects to the processing and no overriding legal basis exists for the data processing or where the data processing is directly related to the acquisition of business;
- (d) the personal data have been unlawfully processed;
- (e) the personal data must be deleted in order to comply with a legal obligation under EU law or under legislation by a Member State applicable to Data Controller;
- (f) the personal data were collected in the context of the provision of services relating to information society.

2.4 Right to restrict data processing

If any of the reasons listed here apply, you are entitled to the right to restrict the processing of personal data upon your request. These reasons are as follows:

- (a) Data Subject has disputed the accuracy of the personal data, in which case, the restriction shall apply for a period which allows Data Subject to verify the accuracy of the personal data;

- (b) the data processing is unlawful and Data Subject objects to the deletion of the data, and instead requests that their use be restricted;
- (c) Data Controller no longer needs the personal data for the purposes of data processing, but Data Subject requires access to them to file, assert or defend against a legal claim; or
- (d) Data Subject has objected to the processing of the data by Data Controller on the basis of a public interest or a legitimate interest; in which case, the restriction shall apply for a period until it is established whether the legitimate grounds of Data Controller prevail over those of Data Subject.

If data processing is restricted based on the above, such personal data - with the exception of storage purposes - may only be used with your consent, or for the purpose of filing, asserting or defending against legal claims, or for protecting the rights of any other natural or legal person, or on the basis of a substantial public interest of the European Union or a Member State.

2.5 Right to portability:

You are also entitled to the right to receive your personal data processed by us, in a structured and widely used machine-readable form, and to the right to transfer this data to another data controller, without being prevented from doing so by us. You have the option to do so if the data processing is based on consent or a contract and the data processing is automated.

You also have the option of direct transmission in this regard.

2.6 Right to object

You are entitled to the right to object to the processing of your personal data at any time for reasons related to your own situation, if the data processing is based, for example, on a legitimate interest related to Protocall 2009 Kft. However, please note that if you object to or request the cancellation of data processing, we may be unable to provide adequate services to you.

2.7 Right to withdraw consent

You are, of course, entitled to the right to withdraw your consent to data processing by us at any time.

3. WHAT MEASURES HAVE WE TAKEN TO ENSURE THE SECURITY OF YOUR PERSONAL DATA?

Protocall 2009 Kft makes use of state-of-the-art hardware and software solutions to keep your personal data secure. These state-of-the-art systems protect your personal data from unauthorised access, alteration, transmission, disclosure, deletion or destruction. Your personal data shall only be disclosed to data controllers and data processors as defined in our Policies.

4. PROCEDURE FOR THE EXERCISE OF THE ABOVE RIGHTS

Protocall 2009 Kft shall inform you without undue delay, but in any event within one month (30 days) of receipt of your application, regarding action taken in response to your request to exercise the rights listed in this information as well as in the official documents. If necessary, this time limit may be extended by a further two months, when your application is too complex or a large number of applications arrived to us at the same time.

We provide this information and documents to you free of charge.

Any inquiries or requests regarding your personal data stored in our system or your data processing should be submitted to the e-mail address protocall@protocall.hu or sent in written form to our postal address 1134 Budapest, Tüzér utca 39. Please note that we are only able to provide information or take measures in connection with the processing of your personal data if you have verified your identity in a credible manner, to protect your interests.

If you wish to exercise your rights, please save the sample document below titled "Request to exercise data protection rights" sign and send it to the postal address given above or submit it electronically to the e-mail address protocall@protocall.hu.

In all cases, we require the following information to respond to your request:

- your registration e-mail address
- your full name

If you submit your request to us by e-mail, please be sure to send the request from the e-mail address you provided at registration.

Content of the data protection application document:

Request to exercise data protection rights

Undersigned

.....
.....

(name),

my e-mail address provided to Protocall 2009 Kft:

By submitting this application I request Protocall 2009 Kft (1134 Budapest, Tüzér utca 39.) as Data Controller, pursuant to applicable data protection laws (please underline as appropriate):

1. to inform me of how my data is processed
2. to delete my processed personal data
3. to ensure the portability of my personal data
4. to terminate the processing of my personal data based on my objecting

Any other statement by me:

Date:, day..... month, year

.....

Signature of applicant

Please send your application by postal mail to Protocall 2009 Kft, to the address 1134 Budapest, Tüzér utca 39. or by e-mail to protocall@protocall.hu.

5. DATA PROCESSORS

Naturally, we shall treat your personal data as a high priority. It is important to note, however, that in order to perform the contract, we may use the services of Data Processors in accordance with applicable law and with your consent. Such Data Processors include, but are not limited to:

- logistics service provider and product sales partner
- server/hosting provider
- accounting firm
- law firm

Data processors shall not make independent decisions and we constantly monitor them to ensure that your personal data is kept secure.

Furthermore, we emphasise that we will never sell or trade your personal data.

6. DATA PROTECTION

If you have any questions regarding this information, please write to us to the e-mail address protocall@protocall.hu and our personal data administrator will answer your questions. Our Terms and Conditions and any amendments thereto are located at www.protocall.hu/adatvedelem .

Data Processor's details:

Name of Data Controller: Protocall 2009 Kft

Headquarters: 1134 Budapest, Tüzér utca 39.

Postal address: 1134 Budapest, Tüzér utca 39.

Telephone number: +36 1 432 1230

E-mail address: protocall@protocall.hu

Website: www.protocall.hu

7. LEGAL REMEDIES

You may contact us with any questions or comments regarding data processing through any of the contact details provided in this information and in our documents of terms of service.

You may seek legal remedy or lodge a complaint at Hungarian National Authority for Data Protection and Freedom of Information:

Name: Hungarian National Authority for Data Protection and Freedom of Information

Headquarters: 1125 Budapest, Szilágyi Erzsébet fasor 22/C.

Postal address: 1530 Budapest, Pf.: 5.

Telephone: +36-1-391-1400

Fax: +36-1-391-1410

Website: www.naih.hu

E-mail: ugyfelszolgalat@naih.hu

In the event of a violation of your rights, you may seek legal remedy in court against us as Data Controller. The court will give high priority to the issue. We are responsible for proving that our data processing complies with the law. The tribunal shall have jurisdiction over the case. The case may also - if you choose - be brought before the tribunal with jurisdiction and competence for your place of residence or stay.