



**GENERAL TERMS AND CONDITIONS FOR CERTAIN ELECTRONIC SERVICES AND
BUSINESS APPLICATIONS**

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1. GENERAL DATA, CONTACT DETAILS

1) Name and address of service provider

Magyar Posta Zártkörűen Működő Részvénytársaság
 Registered office: 1138 Budapest, Dunavirág utca 2-6
 Postal address: Budapest 1540
 Company registration number: 01-10-042463
 Tax number: 10901232-2-44

2) Contact details of the Central Customer Service

	Private Customer Service	Business Customer Service
Customer Service in person	1101 Budapest, Üllői út 114-116.	1101 Budapest, Üllői út 114-116.
Postal address	3512 Miskolc	3512 Miskolc
Telephone number	06-1-767-8282	06-1-767-8272
Fax number	06-46-320-136	06-46-503-899
E-mail	ugyfelszolgalat@posta.hu	uzleti.ugyfelszolgalat@posta.hu
Hours for phone and online service	Monday to Wednesday and Friday 8 am to 5 pm, Thursday 8 am to 8 pm	From 16 January to 31 October Monday to Friday 8 am to 6 pm, from 1 November to 15 January Monday to Friday 8 am to 7 pm.
Hours for customer service in person	Monday to Wednesday 8 am to 5 pm, Thursday 8 am to 8 pm, Friday 8 am to 4 pm.	Monday to Wednesday 8 am to 5 pm, Thursday 8 am to 8 pm, Friday 8 am to 4 pm.

Other contact details of the Central Customer Service are given on the web page [CUSTOMER SERVICE](#) and information on Magyar Posta's contact details is available in the document [POSTAL CONTACTS](#) published on Magyar Posta's website.

3) The electronic contact details of Magyar Posta Zrt. (hereinafter referred to as "Magyar Posta") are [WWW.POSTA.HU](http://www.posta.hu) and the Magyar Posta Application (hereinafter referred to as the "Application") in IOS and Android operating systems.

4) Access to the data processing and privacy statement

5) Information on Magyar Posta's data processing and privacy statement is given under [DATA PROTECTION INFORMATION](#).

2. DEFINITIONS

1) Customer (user)

A person who registered on the [WWW.POSTA.HU](http://www.posta.hu) page or in the Application in the registration process required prior to the use of the electronic services and certain business applications (hereinafter referred to as "Central Registration"), and gave the details necessary for registration, which have been checked and accepted by the system; who confirmed the registration based on the activation e-mail sent by the system to the given e-mail address and the Messaging Interface by the expiry deadline required in the e-mail; and has a user name and password to log in on the [WWW.POSTA.HU](http://www.posta.hu) page or in the Application.

2) Representative of an organisation or of a legal person

A natural person who is authorised to act on behalf of an organisation, in particular a senior executive, company manager, employee in a managerial position and any other person authorised to make binding agreements for or to act as the general representative of the company, and any other natural person authorised to act based on a specific document granting authorisation.

3) Natural person identification data

The data that together clearly identify a natural person, which are:

- a) given name(s) and surname (or given name(s) and surname at birth);
- b) place of birth;
- c) date of birth;
- d) mother's given name and surname at birth.

4) Central Identification Agent ("ID Agent")

A solution connected with the personal client portal (hereinafter referred to as "Client Gateway") accessible through the Government Portal which ensures personal identification with the help of the Client Gateway password and the option to conduct any other electronic personal identification procedures provided by the Government. With regard to the system, it performs the verification (validation) of the natural person identification data described in paragraph 3).

5) Status

The status of a natural person which indicates the capacity the person is acting in as a Customer in the Central Registration when the natural person is simultaneously authorised to act both in his or her own name and on behalf of an organisation. Prior to the matter being dealt with, the appropriate status (natural person or the representative of an organisation) must be chosen dependent on the effects of the matter in question that the natural person intends to achieve.

6) Messaging Interface

A simple electronic mailing system provided by Magyar Posta for registered Customers through which system messages related to the registration are made available to the Customer.

3. INTRODUCTORY PROVISIONS

1) The rules applicable to the use of certain electronic business services (hereinafter referred to as "eServices") and certain business applications offered by Magyar Posta and accessible following Central Registration on the WWW.POSTA.HU page and in the Application, defined in advance and unilaterally by Magyar Posta without the user's participation, are contained in these GTC (hereinafter referred to as "GTC"), accessible on Magyar Posta's website under **GENERAL TERMS AND CONDITIONS**. The general rules applicable to the registration necessary to use the eServices and certain business applications and those applicable to the use of the eServices and certain business applications are described in this main text, while the special rules for each eService are given on separate **PRODUCT SHEETS**.

2) The terms and conditions specified in the main text of these GTC apply to the use of all eServices described in **ANNEX 1** noting that, should there be other terms and conditions to be used simultaneously for some eServices in addition to the provisions specified in the main text, such as data protection provisions and special liability rules, those will only be given in the separate **PRODUCT SHEET** for the eService in question. The special conditions to be applied to the use of the business applications are specifically referred to in the main text within each provision concerned.

3) With the exception of concluding a contract in accordance with point 4.2.2, the contract is concluded in a non-written form by the natural person Customer electronically registering in Hungarian or English on the online interface accessible in Hungarian and English in order to access the eServices and certain business applications provided by Magyar Posta. With the exception of concluding a contract in accordance with point 4.2.2, the contract concluded is not recorded. With regard to contracts concluded by a Customer who is a legal person or other organisation, the provisions of point 4.2.2 shall apply.

4) By registering and prior to activating the registration, the Customer declares that he or she is aware of and accepts the provisions of these GTC and agrees to be bound by them.

5) Magyar Posta may unilaterally amend the GTC without explanation or notification at any time provided that the changes do not affect an ongoing registration. Magyar Posta shall publish the amendment to the GTC at least 8 days before the changes enter into force by posting the notice about the change on its website.

6) In matters not regulated by these GTC, Hungarian law, in particular the provisions of Act V of 2013 on the Civil Code (hereinafter referred to as the "Civil Code"), Act CLV of 1997 on consumer protection, and Act CXII of 2011 on informational self-determination and freedom of information (hereinafter referred to as the "Info Act"), will govern.

4. REGISTRATION

1) In order to access the eServices, registration is required. Dependent on the use of the eServices, there are two levels of registration:

- a) simple registration;
- b) verification of simple registration.

2) For the use of certain eServices – for details see the table in [ANNEX 1](#) – the simple registration needs to be verified.

3) To access certain business applications by natural persons acting for a legal person or other organisation (hereinafter together referred to as "organisation") on behalf of the organisation, registration as described in sub-point b) of paragraph 1) is required if the organisation wishes to use these business applications in relation to services featured in the organisation's written contract concluded in accordance with the [POSTAL SERVICES GTC](#).

4) Magyar Posta may delete the registration in the event that illegal use by the Customer is perceived while using the web page.

5) By accepting these GTC, the Customer acknowledges that, in the event of the deletion of his or her Customer data, the right to access the services will cease, and that, after deletion, re-registration is required to use the eServices and certain applications linked to registration again in the future.

4.1. Simple registration

1) In the course of simple registration, a natural person must complete an online form available on the [posta.hu](#) website, on which the natural person's name must be given as well as the user name, e-mail address and a text-enabled mobile phone number that the natural person wishes to use to access the eServices available through registration.

2) The same e-mail address may only be used once for registration.

3) Magyar Posta may refuse any request for registration if the Customer gives already occupied or insufficient data on the registration form, or if the data or circumstances indicate that the purpose of registration is not the proper use of the web page.

4.2. Verification of simple registration

4.2.1. General provisions

1) Natural persons who have

- a) already assigned their MyPost Card to their user's account, or
- b) verified their natural person identification data given for their user's account through the Client Gateway,

are deemed persons with registration verified by Magyar Posta based on their Client Gateway verification and MyPost Card assignment.

2) Natural persons who are not yet deemed persons with verified registration based on paragraph 1) but wish to use an eService which requires simple registration verification based on Magyar Posta's information given in the table in **ANNEX 1** may do so by

- a) applying for a MyPost Card in accordance with the **MYPOST LOYALTY PROGRAMME GTC** and the identification linked to it;

- b) connecting to the Client Gateway (registration)

and then assigning their MyPost Card to simple registration as described in point 4.1 of these GTC or by verifying their natural person identification data given for their user's account through the Client Gateway.

3) Natural person Customers may only act in their own name, in person, when verifying their simple registration, and no authorisation can be accepted.

4.2.2. Special provisions to be applied for natural persons acting on behalf of an organisation

1) The use of eServices by an organisation is only possible based on a written contract on this subject concluded between the organisation and Magyar Posta. Concluding this written contract may be initiated

- a) by the specified contact person for organisations which already have a written contract for the use of another service offered by Magyar Posta
- b) for organisations which do not have a contract as described in sub-point a), at any of the postal service outlets indicated in column "T" of the document **POSTAL SERVICE OUTLETS** published on Magyar Posta's website, by applying the contents of paragraph 4) and submitting the attachments described in paragraph 8) to Magyar Posta.

2) In the written contract required for the use of the eServices offered by Magyar Posta, the organisation must indicate at least one natural person who will act as the organisation's main representative with regard to the eServices. At the same time, there is the option of establishing authorisation for one or more natural persons to act on behalf of the organisation who, based on their authorisation with regard to using the eServices on behalf of the organisation, may perform tasks compliant with their level of authorisation.

3) When using the eServices after concluding the written contract, the organisation's main representative described in paragraph 2) as well as any other natural person(s) authorised by the organisation must familiarise themselves with and accept electronically the conditions of these GTC and the contents of the **Product Sheets** concerning the eServices used by the organisation.

- 4) For organisations which initiate the conclusion of a written contract required for the use of the eServices offered by Magyar Posta based on sub-point b) of paragraph 1), the natural person who has a verified authorisation to represent the organisation must prove his or her identity by appearing in person and showing an official document that is suitable proof of identity.
- 5) Magyar Posta applies the provisions of paragraphs 1) to 4) of point 6.10 of the **POSTAL SERVICES GTC** to verify a natural person's authorisation to represent an organisation.
- 6) Magyar Posta identifies the representative of an organisation and verifies the natural person's authorisation to represent the organisation based on the submitted documents and attachments described in paragraph 8).
- 7) Magyar Posta identifies the natural person acting on behalf of an organisation with verified authorisation to represent the organisation based on the data in the natural person's official identification document, also checking the document's validity. The natural person is identified by presenting a valid official document that is suitable proof of identity specified in Act LXVI of 1992 on the Registration of the Personal Data and Home Address of Citizens.
- 8) When initiating the conclusion of a contract, the following documents must be fully and completely completed in a true manner and the following attachments appended:
- Application form (**ANNEX 2**);
 - authentic copy of the certificate of incorporation;
 - copy of the specimen signature or sample signature of the natural person with verified authorisation to represent the organisation described in paragraph 4), and for individual entrepreneurs, a copy of their individual entrepreneur card if they have one, or certified proof of their registration in the individual entrepreneur register if they do not have an individual entrepreneur card;
 - if the Application Form is not signed by the natural person described in sub-point c), a special authorisation given by this person to the organisation's representative signing the Application Form which authorises the signatory (the natural person initiating the registration) to conclude a written contract to use the eServices offered by Magyar Posta on the basis of these GTC.
- 9) The organisation's main representative appointed on the basis of paragraph 2) is entitled to act on behalf of the organisation comprehensively and with full rights, and is solely authorised to do the following:
- delete an authorisation;
 - assign an authorised representative;
 - delete or assign other key users;
 - initiate an amendment to the contract, which Magyar Posta will only perform based on a notification sent to the adatmodositas@posta.hu e-mail address from the e-mail address marked on the Application Form separately specifically for this purpose;
 - arrangements in connection with the concluded contracts.
- 10) The Customer specifically acknowledges that Magyar Posta will regard a request for the performance of an instruction with regard to the contents of sub-points d) to e) of paragraph 9) received from the e-mail address given in the written contract and the Application Form to be a procedure initiated by the main representative of an organisation appointed under paragraph 2).
- 11) For the use of certain business applications on behalf of an organisation – on the condition given in paragraph 3) of point 4 –, first the Data Sheet constituting **ANNEX 4** must be fully and completely completed in a true manner and sent to the e-mail address given on it. On the Data Sheet the organisation must mark at least one natural person as the organisation's main representative in respect of the given business applications. At the same

time, there is the option of establishing authorisation for one or more natural persons to act on behalf of the organisation who, based on their authorisation with regard to using certain business applications on behalf of the organisation, may perform tasks compliant with their level of authorisation. The organisation's main representative is entitled to act on behalf of the organisation comprehensively and with full rights, and is solely authorised to perform the administrative activities listed in sub-points a) to c) of paragraph 9).

4.2.3. Activating the registration

1) Based on the data given by the Customer on the registration form described in paragraph 1) of point 4.1 as well as the written contract initiated on the basis of paragraph 1) or 4) of point 4.2.2, Magyar Posta will make the settings required to use the eServices and certain business applications within 15 days. In order to activate the registration, the Customer must log in on the interface that opens by clicking the single-use link given in the activation e-mail sent to the e-mail addresses given by the Customer and the Customer's Messaging Interface.

2) If prior to the use of the eServices as described in paragraph 3) of point 4.2.2 the organisation's main representative as described in paragraph 2) and/or paragraph 11) of point 4.2.2 or another natural person authorised by the organisation did not have registration, Magyar Posta will perform the registration and settings required to use the eServices and certain business applications based on the data provided by the organisation. In order to activate the registration, the Customer must log in on the interface that opens by clicking the single-use link given in the activation e-mail sent to the e-mail addresses given by the Customer and the Customer's Messaging Interface, and then must change the single-use password provided by Magyar Posta for the password that the Customer wishes to use in the long term.

4.2.4. Potential verification related to registration

1) For Customers who have a MyPost Card, activation occurs after logging in through the single-use link given in the activation e-mail and giving the natural person identification data in accordance with paragraph 3) of point 2 on the Profile page, and, after verification of the above, using the single-use identification code received by text message to the mobile number given at the time of registration. In the course of the activation Customers must also set the password they wish to use in the future.

2) Customers who already have a Client Gateway registration verify themselves after logging in through the single-use link given in the activation e-mail and giving the natural person identification data in accordance with paragraph 3) of point 2 on the Profile page, after being redirected to the ID Agent (Central Identification Agent) interface and providing their Client Gateway identifier.

5. LOG IN

1) Already registered Customers can log in using the "Enter" function, in accordance with their level of registration based on paragraph 1) of point 4, by entering their user name and password given during registration.

2) The "Log in" function starts through the Enter menu point or by launching an eService or business application that requires logging in.

3) With simple registration, Customers can enter Magyar Posta's eServices using the appropriate form of logging in (WWW.POSTA.HU, App, Facebook, Google). After that, all

eServices can be accessed which are authorised based on the Customer's contractual relationship and comply with the Customer's status (if applicable) in terms of their user rights.

4) Customers only have the option to log in through additional means (Facebook, Google) other than WWW.POSTA.HU if they have registered previously and connected the two registrations. If, however, a Customer wishes to use an eService or a business application which is subject to verified registration, in the course of logging in the data for verified registration must also be given.

5) In the event that a natural person wishes to log in representing an organisation, if the organisation's representative has a verified registration as a natural person in addition to a verified registration authorising the representative to act on behalf of the organisation, the status intended to be used during the administration of affairs (hereinafter referred to as "choice of status") must be chosen when logging in.

6. USER NAME

1) Apart from the formal requirements of the user name, whether the same identifier already exists in the database is also checked. An already existing user name cannot be used to register again. The user name must be a minimum of 6 characters long and must not contain special characters (e.g. @).

2) Customers who are accepted by Magyar Posta in the Central Registration both as a natural person and a representative of an organisation can arrange their affairs dependent on their choice of status using a different user name and phone number for each status.

7. PASSWORD HANDLING

1) A request to delete or modify the password given at the time of registration can be made by giving the identification data (given name and surname, user name, e-mail address, telephone number) through the contact details given in paragraph 2) of point 1. Rules for giving a password: minimum 8 characters long, and must contain upper-case and lower-case letters and numbers; the user name may not be given as the password. After a number of unsuccessful log-in attempts the password for the given user name will be banned. When another attempt is made to log in, the Customer will be offered the "Forgotten password" option on a new screen through which they may ask for the ban to be lifted.

2) Customers who are accepted by Magyar Posta in the Central Registration both as a natural person and a representative of an organisation can arrange their affairs using a different password and business phone number for each status, and these will be handled automatically by the system dependent on their choice of status.

8. E-MAIL ADDRESS HANDLING

1) Apart from the formal requirements of the e-mail address, whether the same e-mail address already exists in the database is also checked, as an already existing e-mail address cannot be used to register again. A request to change the e-mail address given at the time of registration can be made by giving the identification data (given name and surname, user name, e-mail address, telephone number) through the contact details given in paragraph 2) of point 1.

2) Customers who are accepted by Magyar Posta in the Central Registration both as a natural person and a representative of an organisation can arrange their affairs using different e-mail addresses given in the course of coordinating their data and phone number

for each status, and these will be handled automatically by the system dependent on their choice of status. Customers who have already registered as a natural person can use their e-mail address given through their registration as a natural person in order to make the system settings related to the organisation's authorisation or appointing a main representative but in such cases the appropriate e-mail address for the status as a representative must be given.

9. PROCESSING USER DATA

9.1. General data processing

1) After logging in, Customers can change their registered data freely with the exception of their identification details. As regards changing any of the personal data given in the course of registration, information is given in the [PRIVACY STATEMENT](#).

9.2. Handling authorisations

1) Only the main representative is entitled to handle authorisations, during which the main representative provides the natural person identification data in accordance with paragraph 3) of point 2 of the organisation's representative to be authorised as well as the separate e-mail addresses and telephone number(s) for the choice of status as a natural person or the organisation's main representative and, if already available, the agreement code of the written contract concluded with Magyar Posta for which the authorisation is being granted.

2) After checking the organisation's data in accordance with paragraph 8) of point 4.2.2, Magyar Posta sends a letter containing the information necessary to activate the authorisation to the e-mail address attributed to the organisation's representative to be authorised as well as to the Messaging Interface. The organisation's representative to be authorised must log in on the interface that opens by clicking the single-use link given in the e-mail.

3) Magyar Posta confirms the authorisation in a message sent to the e-mail address given at the time of registration of both the main representative and the newly authorised representative as well as to the Messaging Interface.

4) For Customers who have already registered as a natural person, Magyar Posta forwards messages in accordance with paragraphs 2) and 3) as well as messages related to setting the organisation's authorisation or making the system settings related to appointing the main representative in accordance with paragraph 2) of point 4.2.2 as follows:

- a) messages related to the Customer's status as a natural person are sent to the separate e-mail address and telephone number given for the natural person status as well as to the Messaging Interface;
- b) messages related to authorisation to represent the organisation are sent to the separate e-mail address and telephone number given for the main representative or other authorised representative status as well as to the Messaging Interface.

5) Only the main representative is entitled to delete authorisations by writing a request to this end to Magyar Posta from the e-mail address given in the course of registration as the e-mail address attributed to the person in the written contract, in which the main representative indicates the authorisations according to agreement codes to be deleted. If all the authorisations according to agreement codes of an organisation's representative are deleted, the former representative will lose completely all the authorisations to represent that organisation with regard to the use of the eServices and business applications.

9.3. Other provisions related to processing user data

1) The amendment of data given during registration described in paragraph 1) of point 4.2.1 is not possible in the Central Registration. If it becomes necessary for a Customer to change such data

- a) and the Customer performed the verification of the simple registration in accordance with sub-point b) of point 4.1.2, the data may only be changed by deleting the registration and simultaneously carrying out a new simple registration together with the process of verification using the appropriate new data.
- b) and the Customer performed the verification of the simple registration in accordance with sub-point a) of point 4.1.2, the amendment of the contract concluded with Magyar Posta to this end must be initiated in accordance with the provisions of the **MYPOST LOYALTY PROGRAMME GTC**.

2) The amendment of the natural person identification data of natural persons acting on behalf of an organisation who are deemed persons with verified registration based on paragraph 1) of point 4.2.1 is not possible in the Central Registration. Other data featuring with regard to such natural persons in the Central Registration may only be amended in the Central Registration by the main representative requesting the amendment of the written contract with regard to the data of the authorised representative to be changed.

3) The amendment of the natural person identification data of natural persons acting on behalf of an organisation who do not have verified registration based on paragraph 1) of point 4.2.1 and thus their data featured in the Central Registration originate only from their appointment described in paragraph 2) of point 4.2.2. is possible by the main representative requesting the amendment of the written contract with regard to the data of the authorised representative to be changed. Other data featuring with regard to such natural persons in the Central Registration may be amended in the same way.

10. CUSTOMER OBLIGATIONS

1) Browsers are able to save user names and passwords required to use different websites. For security reasons, the storage of log-in data is not recommended and they should be treated in a way that prevents access by others. It is the Customer's obligation to choose a password that has no sensible meaning and is not connected to the registered person; passwords should be complicated and changed frequently.

2) The maintenance of the data of natural persons acting on behalf of an organisation and ensuring that the data recorded in the Central Registration are up-to-date is the responsibility of the organisation (main representative).

11. EXCLUSION OF LIABILITY

1) The use of the Central Registration presumes that the Customer is aware of and accepts the possibilities and restrictions offered by the Internet. The Customer notes that it is the Customer's responsibility to assess the potential risks related to browsing and registration, and to ensure the safe use of his or her computer and the protection of the data stored in it. Magyar Posta is not liable for damages caused by force majeure or other events beyond its control including but not exclusively damages arising from or caused by:

- a) a delay in forwarding information;
- b) a software fault or an error in the Internet network, or other technical defect,
- c) a fault in the line or system.

2) On the website WWW.POSTA.HU there are options to go onto other websites via links. By navigating to these, the Customer accesses pages maintained by other service providers where Magyar Posta has no influence over the processing of personal data, and Magyar

Posta bears no liability whatsoever for the information and data published on the related web sites.

3) Magyar Posta bears no liability whatsoever for the following:

- a) for any damage or harm that can be traced back to any abuse caused by the use of the user name and password given in the course of registration by a person other than the registered natural person;
- b) for any damage or harm that can be traced back to any abuse caused by accessing messages sent to the e-mail address or mobile phone number given in connection with the verified registration by a person other than the registered natural person;
- c) for the authenticity of the identity of the main representative or the natural persons authorised to use the eServices and business applications on behalf of the organisation, and for their actions on behalf of the organisation;
- d) in relation to the application of the provisions of point 4.2.2, for any damage or harm that can be traced back to any abuse related to the decision made by the natural person authorised to represent the organisation about appointing the main representative or another natural person to have authority to act on behalf of the organisation;
- e) for system use activities falling under the exclusive authorisation of the main representative in accordance with paragraph 9) and/or 11) of point 4.2.2 as well as for performing data maintenance in accordance with paragraph 2) of point 10, or for any damage or harm that can be traced back to failure to do these;
- f) for any online arrangement of affairs or administration that contradicts the organisation's interests performed by any authorised representative of the organisation on the basis of the authorisations specified by agreement codes;
- g) for the existence of the potential ID Agent identification related to verified registration.

12. DATA PROTECTION

12.1. Data controller

1) Personal data are controlled by Magyar Posta Zrt. (Registered office: 1138 Budapest, Dunavirág utca 2-6 Postal address: Budapest 1540, Company registration number: 01-10-042463, Tax number: 10901232-2-44)

2) Contact details of the internal data protection officer: adatvedelem@posta.hu

12.2. Range of data processed

1) Magyar Posta processes the following personal data that are connected to or can be linked to the Customer in relation to the simple registration described in sub-point a) of paragraph 1) of point 4 and thereafter in relation to logging in:

- a) Customer's given name and surname;
- b) user name;
- c) e-mail address;
- d) password;
- e) telephone number;
- f) billing address.

2) Magyar Posta processes the following personal data that are connected to or can be linked to the Customer in relation to the verification of the simple registration described in sub-point b) of paragraph 1) of point 4 and thereafter in relation to logging in:

- a) natural person identification data in accordance with paragraph 3) of point 2;
- b) user name;
- c) e-mail address;
- d) password;
- e) telephone number;
- f) billing address.

12.3. The legal basis of data processing

1) Magyar Posta informs the Customer and the person representing and acting on behalf of an organisation (hereinafter together referred to as the "data subject") that the personal data of the Customer or the persons authorised to act on behalf of the Customer are processed on the following legal grounds:

- a) For Customers who are natural persons – in view of their registration of their own initiative –, the voluntary consent of the data subjects and Section 13/A of Act CVIII of 2001 on certain aspects of electronic commerce and information society services;
- b) For organisations, Article 7(f) of Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and Section 13/A of Act CVIII of 2001 on certain aspects of electronic commerce and information society services.

12.4. Purpose of data processing

1) The purpose of data processing is to carry out registration and the administration related to registration, keeping contact related to this if necessary, and the continuous registration-based provision of authorisation to access the eServices offered by Magyar Posta and certain business applications.

12.5. The duration of data processing

1) Magyar Posta processes the data for 5 years after the termination of the access granted by the contract concluded by accepting these GTC and, in the event that Magyar Posta has a legal obligation arising from performance, the data are processed while the legal obligation exists irrespective of the expiry of the 5-year period. Thereafter the data will be deleted irrevocably.

12.6. Use of a data processor

1) Magyar Posta does not use a data processor for processing data according to these GTC in relation to registration and logging in on the page WWW.POSTA.HU. For processing data in accordance with these GTC in relation to registration and logging in through the Application, Magyar Posta uses as data processors Dorsum Informatikai Fejlesztő és Szolgáltató Zrt (Company registration number: 01-10-044594, Tax number: 12657496-2-41, Registered office: 1012 Budapest, Logodi utca 5-7. 3. em. 18, www.dorsum.eu), and Microsoft Ireland Operations Limited, Customer Care Centre, Atrium Building Block B, Carmanhall Road, Sandyford Industrial Estate, Dublin 18, Ireland. In the event of registration and logging in through the Application, the data reach Magyar Posta's systems automatically through the data processor's system and will be stored on the data processor's servers to the extent and for period of time that is technically essential for the automatic transmission of the data.

12.7. Who may access the data?

1) The processed personal data may only be accessed by Magyar Posta's sales support and IT operations staff who operate the registration process and maintain registrations (deletion, solving entry problems, etc.). Personnel managing complaints related to registration and the services available through this as well as those checking the performance of the service also have access to these data. There are special units dedicated to regularly checking Magyar Posta's internal operations and the compliance of its activities with regulations, thus the staff engaged in such controls (operations inspectors, internal auditors, security and protection staff, data protection officers) have access to these data provided this is essential for carrying out their duties.

12.8. Rights of the data subject

1) Data subjects may exercise their rights related to the processing of their data by means of an application submitted to Magyar Posta using the following contact details:

By post:	Magyar Posta Zrt. Ügyfélszolgálati Igazgatóság 3512 Miskolc
By e-mail:	to the ugyfelszolgalat@posta.hu e-mail address
By phone:	on the 06-1-767-8282 telephone number
By fax:	on the 06-46-320-136 telephone number

12.8.1. Request for information

1) If the data subject requests in writing information about the processing of their data, Magyar Posta will provide all the requested information to the data subject. Magyar Posta answers requests for information within 25 days at most. In certain cases, such as the prevention of crime or for national security interests, Magyar Posta must refuse to provide information based on the provisions of the law.

12.8.2. Request to correct (change) data

1) Data subjects may request that their data be corrected. In other words, data subjects may request the amendment of an erroneous or untrue piece of data and the processing of their

true, correct piece of data. Data subjects submitting an application must support the authenticity of the new data and verify that they are entitled to request the change.

2) If it cannot be unambiguously assessed whether the data processed are correct or accurate, Magyar Posta will not alter the data, only mark it, noting that the data subject has objected.

3) Data subjects are advised of the correction or that a note has been made by Magyar Posta.

12.8.3. Request to delete or block data

1) Data subjects may request that their data be deleted. Data subjects may also request that their data be neither used nor deleted but blocked. However, Magyar Posta will not delete or block data whose processing is required by law.

2) Magyar Posta will continue to process data held in relation to the contract despite a potential request to delete them based on Section 13/A of Act CVIII of 2001 on certain aspects of electronic commerce and information society services, and Section 169 of Act C of 2000 on accounting (hereinafter referred to as the "Accounting Act").

3) If a data subject requested Magyar Posta to delete data which are not compulsory to process but it can be presumed that deleting them would be disadvantageous for the data subject, Magyar Posta will block the data.

4) Magyar Posta will inform the data subject of the deletion or blocking.

12.8.4. Objecting to data processing

1) In view of the fact that data processing is based on consent and on Section 13/A of Act CVIII of 2001 on certain aspects of electronic commerce and information society services, the right to object pursuant to Section 21 of the Info Act does not prevail.

12.9. Provisions for legal redress

1) If the data subject has a complaint with regard to the processing of their data, we suggest contacting Magyar Posta first using the contact details given in point 8. If the data subject continues to find the data processing injurious, they may seek redress before the Hungarian National Authority for Data Protection and Freedom of Information (address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c, postal address: 1530 Budapest, Pf.: 5, e-mail: ugyfelszolgalat@naih.hu website: WWW.NAIH.HU) or before the court based on their permanent or temporary place of residence, at the data subject's discretion.

12.10. Other provisions related to data protection

1) Magyar Posta will perform the deletion or blocking of the data subject's data or the correction of any wrongly recorded data within 3 working days of the receipt of the request to this end. The Customer acknowledges that, if the data are deleted, Magyar Posta will be unable to provide the eServices and certain business applications.

2) A request for deletion may be submitted by Customers with regard to their own registration, or by the Customer's relative in the event of the death of the Customer, by the Customer's guardian if the Customer is placed under guardianship fully limiting the Customer's legal competence, or by any applicant if his or her data have been abused.

3) Magyar Posta undertakes the obligation not to disclose personal data processed in the course of registration and thereafter in connection with logging in to any third person.

13. COPYRIGHT

1) The content of the website and forms and related documents used by Magyar Posta in relation to registration may only be used, printed, reproduced, published, disseminated, stored, transferred or used in any way for public or commercial purposes beyond the scope and purposes of fair personal use in whole or in part with the prior written permission of Magyar Posta.

14. SUSPENSION, MAINTENANCE

1) Magyar Posta excludes liability for the Central Registration's inappropriate or incomplete operation during a period of suspension or maintenance.

2) Magyar Posta will inform Users of any planned maintenance works on the WWW.POSTA.HU page or the electronic interface accessible through the Application carried out in relation to the use of the eServices or certain business applications as well as to the preceding preliminary registration in the form of a system message posted on the WWW.POSTA.HU page in advance, at least 1 day before the planned maintenance work, unless the separate **Product Sheet** provides otherwise.

15. SUBMITTING AND HANDLING COMPLAINTS

15.1. General provisions

1) Unless these GTC or the separate **Product Sheet** provide otherwise, Customers can also submit complaints in person while arranging their affairs at postal service outlets at any time during opening hours by entering a comment into the Complaints Book available there, or, if using the mobile post service, during the mobile post's period of stay at the designated access point.

2) Complaints received by customer service by phone and electronic means (e-mail, posta.hu) are recorded, advising Customers of this at the start of the call. Magyar Posta keeps the voice recording for 5 years and at the Customer's request, free of charge, within 30 days of receiving the user's request to this effect, will

- a) ensure that the voice recording can be listened to at the customer service points given in paragraph 2) of point 1;
- b) make an electronic copy of the voice recording available (at most once for each recording).

Magyar Posta keeps an electronic register of complaints submitted in accordance with paragraphs 1) and 2) and the method of dealing with them. Magyar Posta retains the complaints and the answers to them for 5 years. The date of entering a complaint in the register is the date the complaint is uttered in the case of verbal complaints and the date of receipt by Magyar Posta for written complaints.

4) For written complaints, Magyar Posta informs the Customer of the result of the investigation in writing within 30 days of being notified of the complaint.

5) If a Customer who is classified as a consumer under Act CLV of 1997 on consumer protection (hereinafter referred to as the "Consumer Act")¹ does not accept the answer to a complaint, or Magyar Posta does not reply to the complaint within the given deadline, the Customer may turn to the **DISTRICT OFFICE WITH COMPETENCE** based on his or her permanent or temporary place of residence with regard to the complaint.

6) In order to provide for the out-of-court settlement of any disputed matter arising in relation to the complaint, the Customer classified as a consumer under the rules of the Consumer Act applying to arbitration boards² may also turn to the Arbitration Board with competence for the area where the Customer's permanent or temporary place of residence (or seat) is located. The address of the Budapest Arbitration Board with competence for the area where Magyar Posta's seat is located is 1016 Budapest, Krisztina krt. 99.

15.2. Other provisions related to submitting and handling complaints

1) Customers may also notify Magyar Posta of a potential change in their data that can be made in accordance with the provisions of these GTC and the separate **PRODUCT SHEETS** as well as of any complaints related to an eService used by completing the online form given in **ANNEX 3** as appropriate and sending it by electronic means to one of the contact details given in paragraph 2) of point 1.

¹ Under Section 2(a) of Act CLV of 1997, a consumer is a natural person acting for purposes falling outside his or her individual occupation or business activity who purchases, orders, receives or uses goods, or is the addressee of commercial communication or commercial offers related to the goods.

² In the application of rules pertaining to arbitration boards, apart from the above, a non-governmental organisation, ecclesiastical legal entity, condominium, housing cooperative, or micro, small or medium-sized enterprise acting for purposes falling outside its individual occupation or business activity who or which purchases, orders, receives or uses goods, or is the addressee of commercial communications or commercial offers related to the goods may also be classified as a consumer.