# Privacy Policy

## Privacy notice

### Privacy notice

Date of adoption: 2023-06-06

Date of transposition 2023/2006: 2023/2006

Data Controller

Information on the use of cookies

Data processing

Rights of the data subject

Data Controller

Name.

Headquarters.

644 644 Ketovo, Budapest, 644 644 Ketovo, Hungary.

E-mail: info@immunovet.hu

Phone number: +36 70 3370303

Website: http://immunovet.unas.hu

Location

Name: UNAS Online Kft.

Address for correspondence: 9400 Sopron, Kőszegi út 14.

E-mail address: unas@unas.hu

Phone number:

Description of data processing during the operation of the webshop

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

Information on the use of cookies

What is a cookie?

The Data Controller uses so-called cookies when you visit the website. A cookie is a set of information consisting of letters and numbers that our website sends to your browser in order to save certain settings, facilitate the use of our website and help us to collect some relevant statistical information about our visitors.

Some of the cookies do not contain any personal information and cannot be used to identify the individual user, but some of them contain a unique identifier - a secret, randomly generated sequence of numbers - that is stored on your device, thus ensuring your identification. The duration of each cookie is described in the relevant description of each cookie.

Legal background and legal basis of cookies:

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

Main characteristics of the cookies used by the website:

Session cookie.

These cookies record the fact of approval of age-appropriate content and the fact that the data subject is over 18 years of age, and last until the browser is closed.

Referrer cookies: they record from which external site the visitor came to the site. Their lifetime is until the browser is closed.

Last viewed product cookie: records the products last viewed by the visitor. They have a lifetime of 60 days.

Last viewed category cookie: Records the last category viewed. The last time a category was checked.

Recommended products cookie: records the list of products you wish to recommend in the "recommend to a friend" function. Cookies with a "Recommend to friends" cookie.

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

Cookie acceptance cookie: accepts the cookie storage statement in the warning window when you visit the site. Lifetime 365 days.

Cart cookie: records the products placed in the shopping cart. Cookie cookie: cookie that stores cookies. 365 days lifetime.

Smart offer cookie: records the conditions under which smart offers are displayed (e.g. whether the visitor has been on the site before, whether they have placed an order).

Exit #2 cookie: Option #2 causes the system to exit the visitor after 90 days. Lifetime 90 days.

Backend ID cookie: the ID of the backend server serving the site. The cookie's lifetime is until the browser is closed.

Google Adwords cookie When someone visits our site, the visitor's cookie ID is added to the 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. It may use cookies to collect information and report statistics about website usage without identifying visitors individually 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

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Facebook pixel (Facebook cookie) A Facebook pixel is code that allows the website to report conversions, create audiences and provide the site owner with detailed analytics on visitors' use of the website. 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 follow 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-szamito

Safari: https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac

Chrome: https://support.google.com/chrome/answer/95647

Edge: https://support.microsoft.com/hu-hu/help/4027947/microsoft-edge-delete-cookies

Data processed for the purposes of contracting and performance

For the purposes of contracting and performance, there may be more than one processing operation. Please note that data processing in relation to complaint handling and warranty management will only take place if you exercise one of these rights.

If you do not make a purchase through the webshop, but are only a visitor to the webshop, the processing for marketing purposes may apply to you if you give us your consent for marketing purposes.

For more details on processing for the purposes of contracting and performance:

Contact

For example, if you contact us by email, contact form or telephone with a query about a product. You can order from the webshop at any time without prior contact.

Data processed

The data you provide when contacting us.

Duration of processing

The data will only be processed until the contact is completed.

Legal basis for processing

Your voluntary consent, which you provide to the Data Controller by contacting us. [Processing under Article 6(1)(a) of the Regulation]

Register on the website

By storing the data provided during registration, the Data Controller can provide a more convenient service (e.g. the data subject does not have to re-enter the data for a new purchase). Registration is not a condition for the conclusion of a contract

Data processed

The Data Controller processes your name, address, telephone number, e-mail address, the characteristics of the goods purchased and the date of purchase.

Duration of processing

Until your consent is withdrawn.

Legal basis for processing

Your voluntary consent, which you provide to the Data Controller by registering [processing under Article 6(1)(a) of the Regulation]

Processing of the order

Processing of orders requires processing activities in order to fulfil the contract.

Data processed

The Data Controller processes your name, address, telephone number, e-mail address, the characteristics of the Goods purchased, the order number and the date of purchase.

If you have placed an order in the webshop, the processing and the provision of the data are necessary for the performance of the contract.

Duration of data processing

We process the data for 5 years according to the statute of limitations in civil law.

Legal basis for processing

Performance of the contract. [Processing under Article 6(1)(b) of the Regulation]

Issue of the invoice

The processing is carried out in order to issue a legally compliant invoice and to fulfil the obligation to keep accounting records. Pursuant to Article 169 (1) to (2) of the Act, companies are required to keep accounting documents which directly and indirectly support the accounting.

Data processed

Name, address, e-mail address, telephone number.

Duration of processing

Invoices issued must be kept for 8 years from the date of issue of the invoice, pursuant to Article 169 (2) of the State Act.

Legal basis for processing

Pursuant to Article 159 (1) of Act CXXVII of 2007 on Value Added Tax, the issue of an invoice is mandatory and must be kept for 8 years pursuant to Article 169 (2) of Act C of 2000 on Accounting [data processing pursuant to Article 6 (1) (c) of the Regulation].

Processing of data relating to the transport of goods

The data processing is carried out for the purpose of the delivery of the ordered product.

Data processed

Name, address, e-mail address, telephone number.

Duration of processing

The Data Controller processes the data for the duration of the delivery of the ordered goods.

Legal basis for processing

Performance of the contract [processing under Article 6(1)(b) of the Regulation].

Recipients and processors of data processing in relation to the delivery of goods

Name of the recipient.

Address of the recipient: 2351 Alsónémedi, GLS Európa u. 2.

Telephone number of the recipient: 06-29-88-67-00

E-mail address of the addressee: info@gls-hungary.com

Addressee's website: https://gls-group.eu/HU/hu/home

The courier service will assist in the delivery of the ordered goods on the basis of a contract with the Data Controller. The courier service will process the personal data received in accordance with the Privacy Policy available on its website.

Management of warranty and guarantee claims

Warranty and guarantee claims must be handled in accordance with the rules of Decree 19/2014 (IV. 29.) NGM, which also specifies how we must handle your claim.

Data processed

When handling warranty and guarantee claims, we must act in accordance with the rules of Decree 19/2014 (IV. 29.) NGM.

Under the Regulation, we are obliged to keep a record of the warranty or guarantee claim notified to us:

your name, address and a declaration that you consent to the processing of your data recorded in the report in accordance with the Regulation,

the name of the movable property sold under the contract concluded between you and us and the purchase price,

the date of performance of the contract,

the date on which the defect was notified,

the description of the defect,

the right you wish to exercise under any warranty or guarantee claim; and

how the warranty or guarantee claim is to be settled or the grounds for refusing the claim or the right to enforce it.

If we take delivery of the Goods purchased from you, we must issue a receipt showing

your name and address,

the details necessary to identify the goods,

the date of receipt of the goods, and

the date on which you can collect the repaired item.

Duration of processing

The business must keep a record of the consumer's warranty or guarantee claim for three years from the date of its recording and present it at the request of the supervisory authority.

Legal basis for processing

The legal basis for data processing is compliance with legal obligations pursuant to the Regulation 19/2014 (IV. 29.) NGM [Article 4 (1) paragraph and Article 6 (1) paragraph] [processing pursuant to Article 6 (1) c) of the Regulation].

Handling other consumer complaints

The data management process is used to handle consumer complaints. If you have made a complaint to us, the processing of the data and the provision of the data is essential.

Data processed

Customer name, telephone number, email address, complaint content.

Duration of processing

Consumer complaints are kept for 3 years under the Consumer Protection Act.

Legal basis for processing

Whether you contact us with a complaint is a voluntary decision, but if you contact us, we are obliged to keep the complaint for 3 years pursuant to Article 17/A (7) of the Consumer Protection Act of 1997 (CLV of 1997) [processing of data pursuant to Article 6 (1) (c) of the Regulation].

Data processed in relation to the justification of consent

When registering, ordering or subscribing to a newsletter, the IT system stores the IT data relating to the consent for the purpose of subsequent verifiability.

Data processed

Date of consent and IP address of the data subject.

Duration of data processing

Due to legal requirements, consent must be verifiable at a later date, therefore the duration of the data storage will be stored for a period of limitation after the termination of the data processing.

Legal basis for processing

Article 7(1) of the Regulation imposes this obligation. [Processing under Article 6(1)(c) of the Regulation]

Processing for marketing purposes

Processing in relation to the sending of newsletters

The processing is carried out for the purpose of sending out newsletters.

Data processed

Name, address, e-mail address, telephone number.

Duration of processing

Until the data subject's consent is withdrawn.

Legal basis for processing

Your voluntary consent, which you give to the Data Controller by subscribing to the newsletter [processing under Article 6(1)(a) of the Regulation]

Processing in connection with the sending and display of personalised advertising

The processing is carried out for the purpose of sending advertising content tailored to the interests of the data subject.

Data processed

Name, address, e-mail address, telephone number.

Duration of processing

Until your consent is withdrawn.

Legal basis for processing

Your specific and voluntary consent given to the Data Controller at the time of collection [processing under Article 6(1)(a) of the Regulation]

Remarketing

The processing is carried out as a remarketing activity using cookies.

Data processed

Data processed by cookies as defined in the Cookie Notice.

Duration of processing

The duration of the data storage period of the cookie, more information is available here:

Google general cookie notice:

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

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

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

Legal basis for data processing
Your voluntary consent, which you give to the Data Controller by using the website [processing pursuant to Article 6(1)(a) of the Regulation].

Other data processing
If the Data Controller intends to carry out further processing, it will provide prior information on the relevant circumstances of the processing (legal background and legal basis of the processing, purpose of the processing, scope of the data processed, duration of the processing).

the recipients of the personal data
Processing for the storage of personal data
Name of the data processor.

Contact details of the data processor:

Phone number:

E-mail address: unas@unas.hu

E-mail address.

Website: unas.hu

The Data Processor stores personal data on the basis of a contract with the Data Controller. The Processor is not entitled to access the personal data.

Data processing activities related to the sending of newsletters
The company operating the newsletter system is called UNAS Online Kft.

Registered office of the company operating the mailing system: 9400 Sopron, Kőszegi út 14.

Telephone number of the company operating the mailing system:

E-mail address of the company operating the mailing system: unas@unas.hu

Website of the mailing system operator: unas.hu

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.

Data processing in relation to accounting
Name of the data processor.

Carion Holding Holding Ltd.

Data processor's telephone number: +36 1 346 71 50

E-mail address of the data processor: info@carion.hu

Website of the data processor: www.carion.hu

The Data Processor shall assist in the accounting of invoices on the basis of a written contract with the Data Controller. In doing so, the Data Processor shall process the name and address of the data subject to the extent necessary for the accounting records, for the period of time pursuant to Section 169 (2) of the Act, after which it shall be immediately deleted.
Invoicing-related data processing
Name of data processor: CobraContoLight

The data processor is located at 1164 Budapest, Vágás utca 9.

Phone number of the data processor: (06-1) 577-0111

E-mail address of the data processor: conto@cobra.hu

Website of the data processor: www.cobra.hu

The Data Processor contributes to the recording of accounting documents on the basis of a contract with the Data Controller. In doing so, the Data Processor shall process the name and address of the data subject to the extent necessary for the accounting records, for the period of time pursuant to Section 169 (2) of the Act, after which it shall delete them.

Data processing in connection with the operation of the CRM system

Name of the data processor.

The data processor's registered office is at 9400 Sopron, Kőszegi út 14.

Phone number of the data processor:

E-mail address of the data processor: unas@unas.hu

Website of the data processor: unas.hu

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 of civil law.

Processing of data relating to online payment

The name of the data controller is.

The data controller is based at 30-32 Közraktár u., 1093 Budapest.

Phone number of the data controller:

E-mail address of the controller:

The website of the data controller:

The payment service provider, based on a contract with the Data Controller, contributes to the implementation of the Online Payment, for which purpose data is transferred to the online payment service provider during the purchase process. In this process, the online payment service provider will process the billing name and address of the data subject, the order number and the date of the order in accordance with its own data processing rules.

The purpose of the data transfer is to provide the online payment service provider with the transaction data necessary for the payment transaction related to the purchase initiated with the online payment service provider.

Legal basis for the transfer: the performance of a contract between you and the Data Controller pursuant to Article 6(1)(b) of the Regulation, which includes the payment by the customer and, in the case of online payment, the transfer of data pursuant to this point is necessary for the payment

Your rights in relation to the processing

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

the right to withdraw your consent

access to personal data and information relating to the processing

the right to rectification

restriction of processing,

the right to access to personal data and to obtain information on the processing of personal data, including the right to access to personal data

right to object

the right to portability.

If you wish to exercise your rights, this will involve your identification and the necessary communication with you by the Data Controller. For this purpose, identification will require the provision of personal data (but 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 for the period of time specified 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 will respond to complaints about data processing within 30 days at the latest.

Right to withdraw consent

You have the right to withdraw your consent to data processing at any time, in which case the data will be deleted from our systems. However, please note that in the case of an outstanding order, withdrawal may result in our inability to deliver to you. In addition, if the purchase has already been made, we may not be able to delete the billing data from our systems under accounting regulations, and if you have a debt to us, we may process your data in the event of withdrawal of consent on the basis of a legitimate interest in the recovery of the debt.

Access to personal data

You have the right to receive feedback from the Data Controller as to whether your personal data is being processed and, if it is being processed, the right to:

have access to the personal data processed; and

be informed by the Controller of the following information:

the purposes of the processing;

the purposes of the processing; the categories of personal data processed about you;

information about the recipients or categories of recipients to whom or with which the personal data have been or will be disclosed by the Controller;

the envisaged period of storage of the personal data or, where this is not possible, the criteria for determining that period;

your right to obtain from the Controller the rectification, erasure or restriction of the processing of personal data concerning you and, where the processing is based on legitimate interests, to object to the processing of such personal data;

the right to lodge a complaint with a supervisory authority;

if the data have not been collected from you, any available information about their source;

the fact of automated decision-making (where such a process is used), including profiling, and, at least in these cases, clear information on the logic used and the significance and likely consequences for you of such processing.

The purpose of the exercise of this right may be to ascertain and verify the lawfulness of the processing, and the Data Controller may charge a reasonable fee for providing the information in exchange for repeated requests for information.

Access to personal data shall be ensured by the Controller by sending you, by email, the personal data and information processed, 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 are requesting access to personal data or information about data processing.

Right to 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 restriction of processing

You have the right to obtain, at your request, the restriction of processing by the Controller if one of the following conditions is met:

You contest the accuracy of the personal data, in which case the restriction shall apply for the period of time necessary to allow the Controller to verify the accuracy of the personal data, if the accuracy of the data can be established immediately, the restriction shall not apply;

the processing is unlawful, but you object to the erasure of the data for any reason (for example, because the data are important to you for the purposes of pursuing a legal claim) and therefore do not request the erasure of the data but instead request the restriction of their use;

the Controller no longer needs the personal data for the purposes for which they are processed but you require them for the establishment, exercise or defence of legal claims; or

you have objected to the processing, but the Controller may have a legitimate interest in the processing, in which case, until it is established whether the legitimate grounds of the Controller prevail over your legitimate grounds, the processing should be restricted.

Where processing is subject to restriction, such personal data, except for storage, may only be processed 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 for important public interests of the Union or of a Member State.

The controller shall inform you in advance (at least 3 working days before the restriction is lifted) of the lifting of the restriction on processing.

Right to erasure - right to be forgotten

You have the right to obtain from the Controller the erasure of personal data concerning you without undue delay where one of the following grounds applies:

the personal data are no longer necessary for the purposes for which they were collected or otherwise processed by the Controller;

You withdraw your consent and there is no other legal basis for the processing;

You object to the processing based on legitimate interest and there is no overriding legitimate ground (i.e. legitimate interest) for the processing,

the personal data have been unlawfully processed by the Controller and this has been established on the basis of the complaint,

the personal data must be erased in order to comply with a legal obligation under Union or Member State law applicable to the Controller.

If the Controller has disclosed personal data processed about you for any lawful reason and is required to delete it for any of the reasons set out above, it shall take reasonable steps, including technical measures, taking into account the available technology and the cost of implementation, to inform other controllers that have processed the data that you have requested the deletion of the links to or copies of the personal data in question.

Deletion does not apply where the processing is necessary:

to exercise the right to freedom of expression and information;

to comply with an obligation under Union or Member State law that requires the controller to process personal data (such as processing in the context of invoicing, where the storage of the invoice is required by law) or to carry out a task carried out in the public interest or in the exercise of official authority vested in the controller;

for the establishment, exercise or defence of legal claims (e.g. where the Controller has a claim against you and has not yet settled it, or in the course of dealing with a consumer complaint or a complaint about data processing).

Right to object

You have the right to object to the processing of your personal data based on legitimate interests at any time on grounds relating to your particular situation. In such a case, the Controller may no longer process the personal data unless it can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

Where personal data are processed for direct marketing purposes, you have the right to object at any time to the processing of personal data concerning you for such purposes, including profiling, where it is related to direct marketing. If you object to the processing of your personal data for direct marketing purposes, your personal data may no longer be processed for those purposes.

Right to portability

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 controller.

Automated decision-making

You have the right not to be subject to a decision based solely on automated processing (including profiling) which produces legal effects concerning you or similarly significantly affects you. In such cases, the controller must take appropriate measures to protect the rights, freedoms and legitimate interests of the data subject, including at least the right to obtain human intervention by the controller, to express his or her point of view and to object to the decision.

The above shall not apply where the decision:

necessary for the conclusion or performance of a contract between you and the controller;

it is permitted by Union or Member State law applicable to the controller which also lays down appropriate measures to protect your rights and freedoms and legitimate interests; or

is based on your explicit consent.

Registration in the data protection register

Under the provisions of the Data Protection Act, the Controller was required to notify certain of its processing to the Data Protection Register. This notification obligation ceased as of 25 May 2018.

Data security measures

The Data Controller declares that it has implemented appropriate security measures to protect personal data against unauthorised access, alteration, disclosure, transmission, disclosure, erasure or destruction, accidental destruction or accidental damage and inaccessibility resulting from changes in the technology used.

The Data Controller will make every effort to ensure that its Data Processors also take appropriate data security measures when working with your personal data, as far as organisational and technical feasibility allows.

Remedies

If you believe that the Data Controller has violated a legal provision on data processing or has failed to comply with a request, you may initiate an investigation procedure with the National Authority for Data Protection and Freedom of Information to stop the alleged unlawful processing (mailing address: 1363 Budapest, Pf. 9., e-mail: ugyfelszolgalat@naih.hu, telephone numbers: +36 (30) 683-5969 +36 (30) 549-6838; +36 (1) 391 1400).

You are also informed that in the event of a breach of the legal provisions governing data processing or if the Controller has not complied with any of your requests, you may bring a civil action against the Controller before a court.

Amendment of the Privacy Notice

The Data Controller reserves the right to amend this Privacy Notice in a way that does not affect the purpose and legal basis of the processing. By using the website after the amendment has entered into force, you accept the amended privacy notice.

If the Data Controller intends to carry out further processing of the collected data for purposes other than those for which they were collected, the Data Controller will inform you of the purposes of the processing and the following information prior to the further processing:

the duration of the storage of the personal data or, where this is not possible, the criteria for determining the duration;

the right to request the Controller to access, rectify, erase or restrict the processing of personal data concerning you and, in the case of processing based on legitimate interest, to object to the processing of personal data and, in the case of processing based on consent or a contractual relationship, to request the right to data portability;

in the case of processing based on consent, that you may withdraw your consent at any time,

the right to lodge a complaint with a supervisory authority;

whether the provision of the personal data is based on a legal or contractual obligation or is a precondition for the conclusion of a contract, whether you are under an obligation to provide the personal data and the possible consequences of not providing the data;

the fact of automated decision-making (if such a process is used), including profiling, and, at least in these cases, clear information about the logic used and the significance of such processing and its likely consequences for you.

The processing may only start after this, if the legal basis for the processing is consent, to which you must give your consent in addition to the information.