

## Appendix no. 7.

### COOKIES

#### **IMPORTANT:**

Important description regarding the technical implementation of cookies, provided by NAIH (Hungarian National Authority for Data Protection and Freedom of Information). The implementation developer is advised to read through it.

<https://www.naih.hu/files/2017-02-17-webaruhaz-tajekoztato-NAIH-2017-1060-V.pdf>

On page 16 of the description the developer should read and take note of the following: 3.1 Legal background for cookie requirements

#### **Recommended text for cookie window:**

The website stores data (cookies) on your device and web servers about the visitors of the website for the purpose of enhancing the user experience provided by the website, serving targeted advertisements, and for convenience and statistics. You can change how this information is stored by clicking the option "Show Details". If you consent to the use of cookies, please click on the "Accept" button. You can find more detailed information on our cookie information (link) page.

*Note:*

*The "Show Details" section should show the cookies used on the website that can be crawled by the cookiebot. I explained to you when we met in person that this cookiebot is useful because it is able to collect the cookies for free and you just have to do a copy-paste.*

*It will look like this: <https://www.cookiebot.com/en/>*

*click on the "show details" tab at the bottom of the cookie bar! This is a good example, but in any case, there are several good solutions based on the information.*

## Cookie information

### What is a cookie? - General information about cookies

The website uses cookies to collect anonymous information to ensure the operation of certain functions of the site (for example settings, closing or enlarging boxes, etc.) and for targeted advertisements.

The website may place cookies on the visitor's device used for browsing, provided that you explicitly agree to this when you first enter the website. It is important to note that these cookies are placed on the visitor's own device used for browsing, instead of being stored at Protocall 2009 Kft, thus the user has full control over them.

If you do not wish to allow cookies, you can disable or remove them at any time in your computer's browser:

[Cookie management settings in the Chrome browser](#)

[Cookie management settings in the Firefox browser](#)

[Cookie management settings in the Internet Explorer browser](#)

A cookie is a short text based file that is sent to your browser by the website you are visiting. It allows the site to remember information connected with your visit, such as the language you prefer and other settings. This will make your next visit smoother and the website will be easier to use. Cookies overall play an important role. Without them, using the Internet would be much more difficult.

Cookies are used for several purposes. For example, we can use them to remember your settings about safe search so that we can show you relevant advertisements, while we can also count the number of visitors to the given webpage, or make it easier to register for our services, finally it also helps protect your information.

See a [list of cookies used by Google](#), and learn how Google and its partners use cookies [in advertisements](#). As for how we ensure the protection of your information while utilising cookies and other information is outlined in [our Privacy Policy](#).

More: <https://www.google.com/policies/technologies/cookies/>

## **Privacy Policy**

### **- Management of visitor data (cookies) -**

#### **1. General Legal Notice**

This Privacy Policy concerns the data processing by Protocall 2009 Kft. (hereinafter Data Controller) and provides information on data processing in connection with visitor data managed by the company's website, **www.protocall.hu** (hereinafter: website).

#### **2. Designation of Data Controller:**

Name of Data Controller: Protocall 2009 Kft

Headquarters: 2724 Újlengyel, Ady Endre utca 41.

Postal address: 1134 Budapest, Tüzér utca 39.

Telephone number: +36 1 432 1230 E-mail address: [protocall@protocall.hu](mailto:protocall@protocall.hu) Website:

[www.protocall.hu](http://www.protocall.hu)

#### **3. The range of data processed in connection with cookies**

By placing cookies on the visitor's computer while the website is being viewed, the following data can be automatically recorded: the start and end time of the visit, the IP address and in some cases - depending on the visitor's computer setup - the browser, the operating system version and language, the parameters of the device used, the settings for the website configured by the visitor, the subpages visited, and the time spent on them.

Data Controller shall not and cannot associate this information with personal data: you can decide to share the latter by giving explicit authorisation to us as well as based on the cookie settings you have set in your browser.

**4. Purpose of data processing** Cookies are used to improve the user experience. By the use of cookies, the system automatically generates statistics regarding the duration of your visit and the pages you visited in order to further develop, optimise, and tailor the services of the website better to the needs of the visitor. Data Controller also utilises cookies to provide the visitor with content that corresponds with the visitor's previous activity on the next visit, and to automatically load the user's own settings, making the use of the website more convenient. Data Controller shall treat all visitor data and information confidentially and shall use them solely for the purpose of improving its services and compiling its own statistics. Reports of these data shall be published only in a form that is not suitable for the identification of individual visitors.

Without your consent, Data Controller shall not transmit, publish, sell, rent or make your data available to any third party, unless required for the purposes of this Privacy Policy or required by law.

#### **5. Duration of data processing**

Session IDs are automatically deleted when you leave the website, however, other types of cookies help Data Controller to stay informed about the visitor's previous settings, data and information given by the visitor, or other characteristics of the website usage by the visitor, so that the visitor does not have to enter the same data again the next time they visit the website, furthermore, the user settings are automatically loaded again to provide a more comfortable user experience. Each of these cookies has different expiration dates, but they typically remain present on the visitor's device until they are deleted by the user.

Data Controller shall not be responsible for any webpages that it has previously deleted even if they have been archived with the help of internet search engines. These must be removed by the operator of the search engine.

#### **6. Persons with access to your data, data processors**

Your data may be made available to competent staff of Data Controller.

In addition, the following data processors may access your data:

### **1. IT service provider of Data Controller**

Data Controller may use data processors for the day-to-day operation of the website, who provide IT services (server operation, development, system administration and operation tasks, hosting services) and - for the duration of the contractual relationship with them - store the personal data provided on the website on the server for the website.

IT (website) provider and developer, data processing partner:

Name of Data Processor: Brightly Kft

Headquarters: 2724 Újlengyel, Ady Endre utca 41.

Postal address: 1143 Budapest, Ilka u. 50.

Telephone number: +36 1 264 2090

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

Webpage: [www.brightly.hu](http://www.brightly.hu)

### **7. Storage of data**

Your data will be stored digitally.

### **8. Your legal rights and options for legal remedies**

With regard to the processing of your personal data, you are entitled to a number of rights which you may exercise by submitting an application to any of the contact details specified in Section 2.

Right to access and rectification of personal data

You have the right to access your personal data at any time, to request a copy of them, and to have them rectified or updated.

You have the right, under the right of access, to receive information about:

- (a) the purposes of the data processing;
- (b) the categories of personal data concerned;
- (c) the recipients or categories of recipients to whom the personal data have been or will be communicated, in particular third-country recipients or international organisations;
- (d) where applicable, the planned period of time for which the personal data will be stored;
- (e) Data Subject's right to request Data Controller to rectify, erase or restrict the processing of personal data concerning him or her and to object to the processing of such personal data;
- (f) the right to lodge a complaint to a supervisory authority.

We understand the importance of such rights, so if you would like to exercise these rights, please contact us through one of the contact details provided in Section 2.

#### Right to portability

Your personal data is portable, therefore you have the right to receive it in a structured, and widely used machine-readable format. This means that you will receive your personal data in a computer-readable format that you can also electronically transmit to another person.

If you wish to exercise your right to data portability, please contact Data Controller through one of the contact details provided in Section 2.

#### Right to delete personal data

You have the right to request that your data be deleted if

- (a) your personal data are no longer necessary for the purpose(s) for which they were collected by us; or

(b) you wish to withdraw your previous consent to the processing of your personal data and there is no other legal basis for the processing; or

(c) you object to the processing of your personal data;

(d) the processing of personal data is not performed in a lawful manner; or

(e) the deletion of your personal data is required by law.

If you would like to have your personal data deleted, please contact us through one of the contact details provided in Section 2.

#### Right to restrict processing of personal data

You may restrict the processing of your personal data if

(a) you believe that the personal data stored about you are inaccurate; or

(b) the processing of personal data is not performed in a lawful manner, however you would prefer to restrict the data processing rather than request the deletion of the data; or

(c) we no longer need your personal data for the purpose(s) for which the data were originally collected, however you request access to such data for the purpose of filing, asserting or defending yourself against a legal claim, or

d) you have objected to the processing of your personal data and are awaiting confirmation whether your interest overrides the legal basis for the processing of your data.

If you would like to restrict the processing of your personal data, please contact us through one of the contact details provided in Section 2.

#### Right to object

You may object at any time to the processing of your personal data. If so, contact us through one of the contact details provided in Section 2.

If you refuse to exercise a right, or if you are not satisfied with the response you have received from us, you may assert your right to the protection of your personal data before a civil court or you may contact the National Data Protection and Freedom Authority (address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c.; postal address: 1530 Budapest, Pf.: 5.; telephone number: +36 (1) 391-1400; email: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu))

Date: .....