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### What is this statement about? - Table of Content

The purpose of the website is to show the activity of the CS-PROCESS Mérnöki Ltd and to give a glimpse of the various products and services of the company with long traditions and accumulated knowhow in the field of bus production with a brand name that has reputation not only in Hungary but elsewhere as well.

CS-PROCESS Mérnöki Ltd. hereby informs the visitors of the website about the guidelines and practices of data processing of personal data generated during the navigation between and on the pages of the website, as

well as by using the services available through the website, which is compliance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter Regulation) and other legal provisions. We carry out our data processing deeds with due consideration and awareness of data protection and data security with utmost respect to Your rights and freedoms in ways we intend to outline in this statement briefly yet in a comprehensive and easily understandable manner.

#### Data Controller and Data Processor of Your Personal Data

In the terminology of the Regulation and therefor in this statement regarding data processing and personal data shall be understood as *'personal data'* ... *any information relating to an identified or identifiable natural person ('data subject');* *an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person";* (Article 4. No 1 of the Regulation)

When You are visiting the <https://cspebusz.hu/en> website and navigate on and between its pages, our endeavour is to process as few of Your personal data as possible with utmost security for the very purpose of your initiated purpose in accordance with the principles that are set so clearly in the Regulation. For this reason, Your personal data is processed lawfully, fairly and in a transparent manner; for the specific, legitimate purpose; including the most necessary and relevant personal data; only until the original purpose is met; with due data security measures in place. We take full responsible for our data processing acts:

- 1) We can demonstrate compliance with the above-mentioned principles (precisely the requirements of all regulations regarding processing personal data) in every stage and phase of data processing.
- 2) The protection of Your personal data is guaranteed by the relevant regulations and provisions kept by our company.
- 3) We keep a register (record) of all circumstances and events substantially affecting data processing just as it is set in Article 30 of the Regulation.

#### Data Controller

As defined in Article 4 No 7 of the Regulation

Name: CS-PROCESS Mémnöki Ltd  
Registered Address: 2030 Érd, Fehérvári út 63-65.  
Postal Address and Office: 1026 Budapest Pázsit utca 2  
Tax Number: 26732864206  
Registration Number: 06 10 000547  
Phone Number: +36 1 212-333  
Mobil Number: +36 30 123-45-67  
E-mail Address: [info@cspebusz.hu](mailto:info@cspebusz.hu)

#### Data Processor

As defined in Article 4 No 8 of the Regulation:

Name: Elzainvest Ltd.

Registered office: 1026, Budapest, Pázsit utca 2. I. em. E-20  
Registration Number: 01-09-176312  
Tax Number: 24667337241  
Phone Number + 06 1 426-5322  
+ 36 70 224- 9440  
E-mail Address: [megoldasn@gmail.com](mailto:megoldasn@gmail.com)

#### Website host

Name: Magyar Hosting Ltd.  
Registered official address: 1132 Budapest, Victor Hugo utca 18-22.  
Registration Number: 01-09-968314  
Tax Number: 23495919-2-41  
Contact: (06 1) 700 2323  
E-mail address [info@mhosting.hu](mailto:info@mhosting.hu)

#### What Happens to Your Personal Data when Visiting and Using the Website

When you open any page of [cspebusz.hu](http://cspebusz.hu), a cookie management bar helps you find out how cookies are used and how they are set. You can get detailed information by clicking on the link <http://cspebusz.hu/en/cookie-statement/> If you do not want to use the detailed settings option, you can accept or reject all cookies. In the latter case, only the absolutely necessary cookies will continue to work in order to make the website usable. As soon as you visit the website, a cookie management bar will appear informing you about the cookies used by the website and you can set what types of cookies you consent to. The Data Controller respects the cookie settings enabled by ticking the check box and can prove all time that it follows your preferences.

Our website only covers the electronic traces of the visitor to the extent of prove respect of your settings, but we do not place any analytical trace cookies or collect, store, report, transmit any statistical cookies or allow third party cookies to be placed on your device without explicit consent from you.

#### Cookies

A cookie is an electronic imprint consisting of letters and numbers that has been downloaded from our website by your internet browser and, depending on your cookie settings, stored on your device. Some cookies do not contain personal information and are not suitable for identifying an individual user, but some contain a unique identifier - a secret, randomly generated sequence of numbers - that is stored by your device, thus ensuring your identity. The operation period of each cookie (cookie) is described in the relevant description of each cookie (cookie).

This website uses cookies. Certain cookies are required for the proper functioning of the website and in use without your consent as they are only for the usability of the website. We use other cookies for analysis purposes. You can reject them if you wish.

## Types of Cookies Used at the Website

Cookies can be grouped in several ways. You can find more information about this at <https://www.youronlinechoices.com/> or detailed information on the types and functions of cookies at the following links: <https://www.allaboutcookies.org/>

The most important thing about using our website is that we only use session cookies

## Details of Cookies Used at the Website – link

As mentioned, by clicking on the "settings" link, you can find out more about the types of cookies and can decide on whether to allow or disable cookies according to your preferences.

**Essential (absolutely necessary) cookies:** Essential cookies help to make our website usable by enabling basic functions such as navigating the site and accessing secure areas of the website. The website cannot function properly without these cookies. An example is a cookie that handles cookie consent. Your website will follow your cookie handling settings

**Statistics Cookies:** Through the collection and reporting of data in an anonymous form, statistical cookies help the website owner to understand how and with what interest, where and when visitors visit the website and what navigation they perform. Used by Google Tag Manager (<https://policies.google.com/privacy>). The data controller is obliged to publish the link below for you. <https://policies.google.com/technologies/partner-sites?hl=en>

**Marketing cookies:** Marketing cookies are used to track the website activity of our visitors. The goal is to publish relevant ads to individual users, encourage our users to be active, and make their content available to third-party advertisers. More you can find out about these type of cookies on the <https://www.youronlinechoices.com/> link. However, our website is enabling by default all third party cookies.

## Blocking Cookies

You can withdraw your consent at any time by clicking on the "Modify your consent" link or delete your cookies in your internet browser's settings. You can usually find these settings in the "Options" menu of your Internet browser. For more information, see the "Help" menu in your Internet browser. For example, in the case of the Google browser, you can do so by clicking the link below: [https://support.google.com/chrome/answer/95647?hl=en\\_US](https://support.google.com/chrome/answer/95647?hl=en_US)

On your smartphone, you can turn off cookies by using the menu, Settings, "delete cookie".

## What Happens to Your Personal Data when Contacting Us Through the Services Provided on the Website?

Please note that your given personal data will not be used for other reason that was mentioned above, nor will be transferred or disclosed to unauthorised third party. Further processing of the personal data for a purpose other than that answering your question/responding to your inquiry will be accompanied by full information of such use prior to the actual data processing.

## When You Fill in the Contact Form

If you fill in the form there by clicking on the "Contact" menu item, you will encounter two checkboxes before clicking on the "submit" icon, and the system will only allow you to submit the form if you tick them. By the first checkbox, you declare that you have read the Privacy Policy and acknowledged its contents. With the second checkbox, you consent to the start of data processing operations for purposes of your inquiry. These checkboxes are logged electronically using.

Scope: name, e-mail address (which must be filled in), the subject of the request and the message content you have provided about intended communication or its content, the exact date and time of submitting the letter.

Lawful basis for data processing: your informed, voluntary given and with clear, unambiguous affirmative establishing consent to the planned processing of your personal data for the purpose of contacting and answering your questions.

Duration of data processing: until the original purpose of your inquiry is fulfilled, ie you receive answers to your questions and / or make an appointment for a personal meeting. If this is not happening for any reason or you are not available to follow up the inquire, your contact details will be deleted within one month.

In the above scope of data, the authorized recipients you have access to personal data:

Website administrator and IT system administrator providing services to the Data Controller, administrative staff and the Data Controller in connection with the given interface.

Duration of data processing: Your name, phone number, and email address will be processed until the purpose of the initial request is met unless you give written consent declaration followed by privacy policy information shared with you about such data processing or the communication shares or generates such data that is to be processed by the Data Controller bound by law for a specified period of time. Your personal data is not processed for other purposes without a separate affirmative act or written consent.

#### When You are Sending an Email

We do not perform any data processing operations for purpose other than answering your questions, providing information, making an appointment and other reasons for meeting your initial inquiries, and we do not record your data as part of a record-keeping system. Data processing other than the original purpose will only take place with your consent (voluntary, informed, explicit, specific) or the change of nature/purpose and lawful base of data processing that you will be fully informed.

Scope: your e-mail address, telephone number, name, date of contact, subject of inquiry / inquiry.

Lawful basis of data processing: Your consent to data processing expressed with by contacting us (by sending an e-mail, telephone call), to which our reply letter is automatically sent (in case of sending it by e-mail) also includes our data management information.

Duration of data processing: We will use your name, telephone number and email address until the purpose of the original request is fulfilled. Thereafter, in the absence of any other data management purpose (e.g. preparation and fulfilment of an order and contract) or lawful basis (fulfilment or legitimate interest), your data will be deleted from all devices within 3 working days of the termination of the contact initiation purpose.

If you do not follow your one-time request for further contact and / or visit and / or product purchase, your personal data will be deleted from all devices within 30 days

In addition to the general terms and conditions and data security guarantees of the Domain Provider, it ensures the security of your communication via e-mail from the Data Controller. Please note that our liability only covers any privacy breach resulting from a failure or vulnerability in our own communication system.

#### When Contacting Us via One of Our Telephone Numbers

Purpose of data processing: Answering your questions, provide information and responding to all your inquiries. We do not perform any data processing for other purposes than those related to your initial matter of the communication.

In case there is other subject or purposes evolving during communication, data processing will take place only by either your consent or other lawful basis of data processing that will pair up with the proper privacy policy statement of that particular purpose.

Scope: your surname and first name, telephone number, possibly e-mail address, date of contact, subject of inquiry.

Lawful basis for data processing: Your given consent for further and ongoing data processing via (telephone call) or consent confirmed in written form latest by the first personal meeting.

Duration of data processing: Data processing of your name, telephone number and the subject of the request based on your consent is going to take place until the purpose of the original inquire is met. Thereafter, in the absence of any other purpose of data processing and other lawful basis (performance of contract or legitimate interest) as well as lack of possibility or success of follow-up of your initiated communication, your data will be deleted from all of our devices within a month. Please note that you have the right to withdraw your given consent any time meaning that further data processing will cease without due delay but latest one month from the time you exercise your right to be forgotten.

### Do We Carry Out Automatized Data Processing and Profiling?

The Data Controller does not carry out automatic personal data processing and decision making or profiling; your data will not be linked to any other database.

### Transmitting Personal Data and Recipients

#### Authorized Recipients of Your Personal Data

Our partners and service suppliers providing IT or other support deliver their data processing on behalf of the Data Controller and within the framework of a data processing agreement in accordance with the rules and practices required by the Regulations and other applicable legal provisions and set in their general terms and conditions.

The Data Controller will not share or give access to your personal data with unauthorized parties, use your personal data for marketing purposes, or send unwanted messages, neither will contact you outside the scope of the purpose of your inquire. It handles the above data strictly and exclusively for the purpose of the original intention.

Authorised recipient (Article 4. No9 GDPR):

Besides the authorized employee of our company only the website administrator and IT support of used services when needed can access the records and follow logging data of received and answered communications. When such help is needed, they can have remote access for providing manual helpdesk/support. These parties have access when it absolutely essential for providing you with our best service on the website and otherwise in our endeavours and they shall not be considered as third-party recipients.

#### Third-Party Recipients

Your personal data will not be disclosed under normal operation or be made accessible to unauthorized third parties.

Please note that in the event of official request, such as authorization of a court, agencies carrying out prosecution, investigation, offense, or the Supervisory Authority (NAIH) or other authorized agencies can have such written official resolution that the Data Controllers is obliged to provide information, disclose, transfer documents including your personal data. In such event and with written resolution of the exact purpose and scope of requested data, the Data Controller shall provide the minimal personal data to the extent that is absolutely necessary to achieve the purpose of the request and will inform you of about the details of such data disclosure (unless it is forbidden by law).

### Transmitting to Third Countries

Transmitting to third countries (i.e. countries outside the territorial scope of the Regulation or outside those countries that are considered by EU as “safe” countries) will not take place without your consent or other special provisions of the Regulation such as EU or member state legal obligation. International electronic communication companies with due and accepted guarantees such as e-mail services (for example Google Inc). or social media interfaces (likes, posting, sharing, messaging, etc.) are not considered as cross-border or third country recipients.

### Security Guarantees of the Data Processing of Your Personal Data

In accordance with the principle of accountability, the Data Controller

- 1) We follow and respects your cookie settings.
- 2) We respect your consent and the withdrawer of your consent.
- 3) We process your personal data with appropriate data protection and data security awareness, and by taking the necessary and reasonable technical, logical and administrative measures as the risks of data processing requires.
- 4) We consider binding the legal provisions and set our own internal privacy policies and procedures accordingly as well as insist, require and enforce them with our employees and data processors as well.
- 5) We make all relevant decisions and practical steps to be accountable to you at any time of data processing that includes immaculate electronic and manual record keeping of all relevant matters in connection with personal data processing.
- 6) We have in place all the pre-set technical, information technology and administrative measures to prevent, detect and defend your personal data from incidents that can cause data breach.
- 7) We take all reasonable and proportionate measures to ensure that your personal data is available for as long as necessary, with all operations performed on it, with appropriate security guarantees, to ensure against unauthorized access, alteration, disclosure, deletion, damage, destruction.
- 8) To this end, we exercise caution in selecting IT and other service providers, enter into and adhere to detailed data processing agreements, and take administrative, logical and physical measures for protection and security of your personal information and your rights and freedoms. We choose the service providers and suppliers that guarantee IT systems that are secure for utmost confidentiality, integrity and accessibility of your personal data. We take all measures to contract such service providers that can guarantee the same level of protection of your personal data and your rights and freedoms that is considered binding for itself and can provide technical support in its compliance with applicable regulations.

The Data Controller and the Data Processor acting in behalf of the Data Controller with data processing agreement have had taken all necessary precautions to secure your personal data and to prevent it from breach of security. Depending on the risks held by the data processing, all feasible technical, logical and administrative measures are in place for secure data processing. This includes well-chosen service providers, strictly limited a password protected administration of named interfaces and platforms, and data protection conscious uploading procedure such as the consent form below that considered a binding rule for any uploading activity. implementation of the appropriate technical and organisational measures required by this Regulation in order to safeguard the rights and freedoms of the data subject specific measures in place for the reasonable and necessary security so that medical and all data are highly protected from unauthorised access, any damages or loss.

Such measures include limitation of access, recording users and logins, usage of password-protected interfaces, the establishment of strict information security internal rules and compliance. It also includes network and device protection, password-protected administration of data and communication channels and platforms, and data management with data protection and data security awareness, such as making this information available

and complying with it by implementing technical and organizational measures to protect your information. and that their rights and freedoms are adequately protected.

We would like to draw your attention to the fact that the Data Controller is liable for direct or consequential damages due to the vulnerability of electronic communications / internet use that is not its own fault, only to the extent that it occurs due to events attributable to its own negligence.

If case of 'personal data breach' (as defined by Article 4 No12 GDPR): meaning a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed), depending on the risks held by the incident, the Data Controller will act promptly according to Article 33 GDPR) and without undue delay and when feasible, it will cooperate to with the Supervisory Authority, and if situation necessitate It will notify you in writing without delay.

### What Rights do You Have Regarding Your Personal Data?

#### Your Right to Self-determination over Your Personal Data

In compliance with GDPR and relevant applicable requirements of law you can turn to the Data Controller if and when you wish to exercise any of below mentioned rights.

- 1) Right to information (Article 12 with respect to article 13 and 14 of Regulation) i.e.
  - 2) what personal data,
  - 3) - on what legal basis,
  - 4) - for what data processing purposes,
  - 5) - the source from which they come,
  - 6) - how long you treat it,
  - 7) - who has access rights and who the recipients of the data transfer are.
- 8) Access your personal data (Articles 15 of Regulation)
- 9) Right to rectification (Article 16 of the Regulation)
- 10) Right to erasure (Article 17 of the Regulation)
- 11) Right to restrict the data processing (Article 18 of the Regulation)
- 12) Right to data portability (Article 20 of the Regulation)
- 13) Right to object (Article 21 of the Regulation)
- 14) You may lodge a complaint with a presumption of unlawful data processing, (Article 77 of the Regulation)
- 15) Remedies in case of unlawful data processing (Article 79 of the Regulation)

Any inquires will be examined with due weight and will be fulfilled without undue delay not later than one month. In case the Data Controller is obliged by law to certain type of data processing which prevents its ability to fulfil your requirement, the Data Controller will explain its reasons with reference to all the relevant legal acts.

#### Complaints Regarding Your Rights and Freedoms

Even though the Data Controller considers the principles of GDPR of binding upon itself and enforce the same level of awareness and care on the employees as well as accountable to compliant acts in the entire processing of your personal data, there might be a situation when you assume violation such data processing or your rights and freedoms. If that is the case, please, contact primarily the Data Controller at any of its contact details. Your complaint will be examined and if it is proven to be well founded, it will immediately cease data processing that is adversely affect you. If the extend of unlawful data processing is such, and when it is appropriate, it will cooperate to with the Supervisory Authority, about which It will also notify you in writing.

#### How can You Exercise Your Rights: Remedies and Liabilities?

Official complaint



You may lodge complaints in case of assumed violation of your personal data primarily at the Data Controller, the Royal Dental Clinic, and/or you may lodge complaint at the: Nemzeti Adatvédelmi és Információszabadság Hatóság/National Data Protection and Freedom of Information Authority

Address: 1125 Budapest, Erzsébet Szilágyi alley 22 / c.  
Mailing address: 1530 Budapest, Pf. : 5  
E-mail address: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)  
Phone: +36 -1-391-1400.  
Fax: + 36-1-391-1410

You may file a complaint regarding violating, hateful, exculpatory, discriminative, abusive content, breach of good repute and violation of the rights of the departed or minors to:

National Media and Infocommunications Authority

Address: 1015 Budapest, Ostrom u. 23-25.  
Postal address: 1525. Pf. 75  
Phone number: (06 1) 457 7100  
Fax: (06 1) 356 5520  
E-mail: [info@nmhh.hu](mailto:info@nmhh.hu)

#### Compensation and liability

You may lodge claim and seek for legal remedy in case of violation or damage at the court (Article 77 GDPR). If the Data Controller proves damage through unlawful handling of your data or violation of rights and freedoms due its actions or actions failed to put in place either because of intentional or negligent infringements of GDPR and other relevant legal provisions, and you suffer material or non-material damage as a result of an infringement have the right to receive compensation from the Controller or Processor for the damage suffered. You can file a claim for effective compensation at court according jurisdiction dependent on permanent or temporary residence.

Find the competent court at the following link: <https://birosag.hu/ugyfelkapcsolati-portal/illetekessegkereso>

#### Further Information and Inquires

The Data Controller reserves the right to change this statement and will inform you of any changes on the website.

If you are not fully satisfied with the information provided here or have further concerns about the way your personal data is processed by CS-PROCESS Mérnöki Ltd., please do not hesitate to contact us and we are happy to provide you with answers.