

Privacy Policy

Privacy Policy

This Privacy Policy describes how Craft Kft (the "Site" or "we") collects, uses, and discloses your Personal Information when you visit or make a purchase from the Site.

Company info

Name	Craft Kft
Website	www.csatbolt.hu
Registration number	01-09-366817
Address	Budapest, 1162 Szlovák út 64. Hungary
VAT id.	12002425-2-42
E-mail	info@csatbolt.hu
Phone number	0036304150013

Collecting Personal Information

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information that can uniquely identify an individual (including the information below) as "Personal Information". See the list below for more information about what Personal Information we collect and why.

Device information

- **Examples of Personal Information collected:** version of web browser, IP address, time zone, cookie information, what sites or products you view, search terms, and how you interact with the Site.
- **Purpose of collection:** to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.
- **Source of collection:** Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels.
- **Disclosure for a business purpose:** shared with our processor Unas.

Order information

- **Examples of Personal Information collected:** name, billing address, shipping address, email address, and phone number.
- **Purpose of collection:** to provide products or services to you to fulfill our contract, to process your payment information, arrange for shipping, and provide you with invoices and/or order confirmations, communicate with you, screen our orders for potential risk or fraud, and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.
- **Source of collection:** collected from you.
- **Disclosure for a business purpose:** shared with our processor Unas, shipping service used to deliver your order, such as Packeta, DHL, GLS, and others and the payment provider who processes your payment, such as Global Payment or PayPal.

Customer support information

- **Examples of Personal Information collected:** name, billing address, shipping address, email address, and phone number.
- **Purpose of collection:** to provide customer support.
- **Source of collection:** collected from you.
- **Disclosure for a business purpose:** shared with our processor Unas.

Sharing Personal Information

We share your Personal Information with service providers to help us provide our services and fulfill our contracts with you, as described above. For example:

- We use Unas to power our online store. You can read more about how Unas uses your Personal Information here: <https://unas.hu/adatkezelesi-tajekoztato>
- We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant, or another lawful request for information we receive, or to otherwise protect our rights.

Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

- We use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://policies.google.com/privacy?hl=en>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.
- We share information about your use of the Site, your purchases, and your interaction with our ads on other websites with our advertising partners. We collect and share some of this information directly with our advertising partners, and in some cases through the use of cookies or other similar technologies (which you may consent to, depending on your location).

You can opt-out of targeted advertising by:

- **FACEBOOK** - <https://www.facebook.com/settings/?tab=ads>
- **GOOGLE** - <https://www.google.com/settings/ads/anonymous>
- **BING** - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads/>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

Using Personal Information

We use your personal information to provide our services to you, which includes: offering products for sale, processing payments, shipping and fulfillment of your order, and keeping you up to date on new products, services, and offers.

Lawful basis

Pursuant to the General Data Protection Regulation ("GDPR"), if you are a resident of the European Economic Area ("EEA"), we process your personal information under the following lawful bases:

- Your consent;
- The performance of the contract between you and the Site;
- Compliance with our legal obligations;
- To protect your vital interests;
- To perform a task carried out in the public interest;
- For our legitimate interests, which do not override your fundamental rights and freedoms.

Retention

When you place an order through the Site, we will retain your Personal Information for our records unless and until you ask us to erase this information. For more information on your right of erasure, please see the 'Your rights' section below.

Automatic decision-making

If you are a resident of the EEA, you have the right to object to processing based solely on automated decision-making (which includes profiling), when that decision-making has a legal effect on you or otherwise significantly affects you.

We *DO NOT* engage in fully automated decision-making that has a legal or otherwise significant effect using customer data.

Our processor Unas uses limited automated decision-making to prevent fraud that does not have a legal or otherwise significant effect on you.

Services that include elements of automated decision-making include:

- Temporary denylist of IP addresses associated with repeated failed transactions. This denylist persists for a small number of hours.
- Temporary denylist of credit cards associated with denylisted IP addresses. This denylist persists for a small number of days.

Selling Personal Information

We do not sell personal information.

Your rights

GDPR

It is important to us that our data management meets the requirements of fairness, legality and transparency. In light of this, in this point, we briefly present the rights of the individual stakeholders, and then explain them in more detail in Appendix No. 3 of the information. Our users can request free information about the details of the processing of their personal data, and in cases defined by law, they can request their correction, deletion, blocking, or restriction of processing, and they can object to the processing of such personal data. The request for information and the requests in this point can be addressed to our contact details in point 2.

If you are a resident of the EEA, you have the right to access the Personal Information we hold about you, to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below.

1. Access right Our users can receive feedback from us on the handling of their personal data and can access these personal data and the details of their management.
2. Right to rectification At the request of our user, we will correct inaccurate personal data concerning him without undue delay, and he is entitled to request the completion of incomplete personal data, among other things, by means of a supplementary statement.
3. Right to erasure At the request of our user, we delete the personal data relating to him if we do not need to process them, or if he withdraws his consent, or objects to the data management, or if they are processed illegally.
4. Right to be forgotten We will try to notify all data managers who have or may become aware of our User's data that may have been made public about our User's request for deletion.
5. Right to restriction of data processing We restrict data processing at the request of user management, if the accuracy of the personal data is disputed, or the data processing is illegal, or if our User objects to the data processing, or if we do not need the current personal data.
6. Right to data portability Our user can receive the personal data provided by him/her in a segmented, widely used, machine-readable format, or can forward it to another data controller.
7. Responding to requests We will examine the application as soon as possible after its submission, but within 30 days at the most - 15 days in the event of an objection - and make a decision on its merits, which the we will inform the applicant in writing. If we do not fulfill our User's request, we will state the factual and legal reasons for rejecting the request in our decision.
8. Remedies The protection of personal data is important to us, at the same time we respect the Users' right to self-determination of information, therefore we try to respond to all requests correctly and within the deadline. In view of this, we ask the Dear Users to contact us in order to make a complaint before resorting to any official and judicial enforcement, in order to settle the conflicts that have arisen amicably. If the inquiry does not lead to results, our User based on Act V of 2013 on the Civil Code, you can assert your rights in court (the lawsuit can also be initiated before the court competent according to the place of residence of our User; the list and contact details of the courts can be viewed via the following link: <http://birosag.hu/torvenyseks>), as well as to the National Data Protection and Freedom of Information Authority (address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c.; telephone: +36-1-391-1400; fax: +36-1-391-1410; e-mail: ugyfelszolgalat@naih.hu; website: <https://www.naih.hu/panaszuegyintezes-rendje.html>; online registration: <https://www.naih.hu/online-uegyinditas.html>; hereinafter: NAIH) can turn in and make a complaint.

Cookies

In order for our website to function properly, in some cases we place small data files on the User's computer device, similar to most modern websites.

What is a cookie? A cookie is a small text file that the website places on the User's computer device (including mobile phones). Thanks to this, the website can "remember" the User's settings (e.g. language used, font size, display, etc.), so you do not have to set them again every time you visit our website.

The Data Controller uses so-called cookies when visiting the website. The cookie is an information package consisting of letters and numbers that our website sends to your browser with the aim of saving certain settings, facilitating the use of our website and helping us to collect some relevant, statistical information about our visitors. Some of the cookies do not contain personal information and are not suitable for identifying the individual user, but some of them contain an individual identifier - a secret, randomly

generated string of numbers - that is stored on your device, thus ensuring your identification. The operational duration of each cookie is contained in the relevant description of each cookie. Legal background and legal basis of cookies: The legal basis for data management is your consent based on Article 6 (1) point a) of the Regulation. The main characteristics of the cookies used by the website:

If you do not accept the use of cookies, certain functions will not be available to you. More information on deleting cookies can be found in the settings of the respective browser.

Data processed for the purpose of concluding and fulfilling the contract.

In order to conclude and fulfill the contract, several cases of data management may be implemented. We would like to inform you that data processing related to complaint handling and warranty administration is only carried out if you exercise one of the aforementioned rights.

If you do not make a purchase through the webshop, but are only a visitor to the webshop, then the provisions of data management for marketing purposes may apply to you if you give us consent for marketing purposes.

The data processing carried out for the purpose of concluding and fulfilling the contract in more detail:

Contact

If, for example, you contact us with a question about a product via email, contact form, or phone. Prior contact is not mandatory, you can skip this and order from the webshop at any time.

Managed data

Data provided by you during contact. Duration of data management We process the data only until the contact is completed. Legal basis for data management Your voluntary consent, which you give to the Data Controller by contacting us. [Data management according to Article 6 (1) point a) of the Regulation]

Registration on the website

By storing the data entered during registration, the Data Controller can provide a more convenient service (e.g. the data subject does not have to be entered again when making a new purchase). Registration is not a condition for concluding a contract Managed data During data management, the Data Controller manages your name, address, telephone number, e-mail address, the characteristics of the purchased product and the date of purchase. Duration of data management Until you withdraw your consent. Legal basis for data management Your voluntary consent, which you give to the Data Controller when you register [Data processing according to Article 6 (1) point a) of the Regulation] Order processing During the processing of orders, data management activities are necessary in order to fulfill the contract

Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Contact

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [email address] or by mail using the details provided below:

Craft Kft

Budapest

Szlovak ut 64.

Hungary, 1162

info@csatbolt.hu

Last updated: 12.08.2022

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority. You can contact your local data protection authority.