

Privacy Policy

1. INTRODUCTION

In order to ensure the transparency of our data management processes, we have prepared this data management information, which is constantly updated so that we can always provide up-to-date and accurate information to our customers about what and why happens to the personal data transmitted to us.

From this leaflet, you can find out exactly who handles your data, why it handles it and also under what law we may handle this personal data. We provide information about who can access your data and why. You can learn what your rights are and how to enforce them.

When using our webshop, our customers provide us with personal information. This personal data is necessary for the provision of our services, so in most cases the future contract concluded with you, and later the contract concluded upon receipt of the product, makes the data processing performed by us lawful.

In all cases, we ask you for prior consent for our data processing due to our marketing activities, which you can withdraw at any time. We will never send advertising messages via e-mail, SMS, mail or other means without your consent.

Due to our legitimate interest, in order to improve our webshop and product range after the purchase, we can ask customers for their opinions about our webshop and the products purchased by phone and e-mail.

If we carry out data management in order to enforce our legitimate interests, we will always carry out an interest balancing test prior to the data processing.

In order to successfully complete our services, in some cases we also transfer the data to third parties, such as a courier service (if we did not provide the courier service with the address of the customers, it would not be possible to deliver the packages to the address or parcel point). Similarly, the use of data to meet our legal obligations is unavoidable (for example, legislation requires us to issue invoices to our customers and these invoices may be accessed by our accountant and electronic invoice operator).

The use of additional data processors and thus the transmission and availability of data may also take place for other reasons, for example, the service provider used for the technical operation of the web store stores your data on our instructions as a data processor.

As the operator of the web store, we undertake to ensure that the data processing performed by us is carried out in all cases as described in this information document and in accordance with the applicable legislation.

In compiling our data management operations and information materials, we mainly use the following legislation:

Act CXII of 2011 on the right to information self-determination and freedom of information. Act (in short: Infotv.)

Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Regulation (EC) No 95/46 (General Data Protection Regulation, GDPR)

If you have any questions about the data management of our web store, we will be happy to answer you at one of the contact details below.

The language of the data management information is Hungarian.

The data management information consists of 11 numbered chapters:

Introduction

Who is the data controller?

Data Protection Officer

Purpose and legal basis for the processing of personal data

Security measures

Data transmission and data processors

Transfer to a third country

Rights of data subjects (customers)

How to file a complaint

Cookie information

Annex: Concepts

The data management information was last amended on 15 Sep 2021.

2. WHO IS THE DATA CONTROLLER?

When you use the online store, you provide us with personal information. In legal terms, we process your personal data as data controllers, as we determine the purposes and means of data processing.

Name: Generation-Tech Kft.

Headquarters: 2112 Veresegyház, Mező utca 12.

Mailing address: 2112 Veresegyház, Mező utca 12.

Name of the representative: Monika Andrekovics

Name of the Registrar: Registry Office of the Budapest District Court

Tax number: 28764553-2-13

Account managing financial institution: Raiffeisen Bank

Account number: 12021006-01739862-00100009

E-mail address: info@blitzwolf.hu

Phone number: +36 70 224 90 89

3. DATA PROTECTION OFFICER

Our company has considered the possibility of appointing a Data Protection Officer under Article 37 of the GDPR. We have concluded that in our case it is not appropriate to appoint a Data Protection Officer and we can guarantee the lawfulness, transparency and security of our data processing without it.

4. PURPOSE AND LEGAL BASIS OF THE PROCESSING OF PERSONAL DATA

We only process personal data legally, fairly and in a way that is transparent to our customers.

We only collect data for a clear purpose, which we also inform those concerned about.

We never collect more data than is necessary to reach the goal.

We make every effort to ensure that the data we process is accurate and up-to-date, and we correct or delete incorrect data in the shortest possible time.

Data will only be stored for a limited time, if it is no longer necessary to store it, it will be deleted or anonymised.

Our webshop only collects data from people over the age of 16. If you are under the age of 16, please do not use our online store or use it only with the consent of a person with parental responsibility.

Our data management activities are summarized in the following table:

Sending newsletters

Informing those interested about our current offers

Data managedLegal basisDuration periodName, e-mail address Consent (can be withdrawn at any time) Until withdrawal of consent

Collect comments for a blog post

Customer support, informing prospective customers, improving product range and service

Data managedLegal basisDuration periodName, e-mail address, web address, text Consent (can be withdrawn at any time) Until withdrawal of consent

Receive product reviews / opinions

Customer support, informing prospective customers, improving product range and service

Data managedLegal basisDuration of storageName, e-mail address, 1-5 reviews, short opinion, opinion expressed, fact of recommendation Consent (can be withdrawn at any time) Until withdrawal of consent

Receive a product question

Customer support, informing prospective customers, improving product range and service

Data managedLegal basisDuration periodName, e-mail address, question Consent (can be withdrawn at any time) Until withdrawal of consent

Email customer service

Support for interested parties and customers

Data handledLegal basisDuration periodName, e-mail address, message 90 days from the last inquiry to complete the contract / pre-contractual steps if you are not an existing customer, 8 years from the last purchase if you have previously purchased

Live chat customer service

Support for interested parties and customers

Data managedLegal basisDuration periodNameTo require 90 days from the last request to fulfill the contract / pre-contractual steps if you are not an existing customer, 8 years from the last purchase if you have previously purchased

Order status update message via email

Inform the customer about the status of the order

Data managedLegal basisStore periodName, e-mail addressRequired for the performance of the contract / pre-contractual steps8 years

Order management

Fulfillment of products / services ordered by customers

Data managedLegal basisDuration periodE-mail address, delivery and billing name, telephone number, postal code, town, street, house number, floor, door (data must be entered for the order, without them it is not possible to fulfill the order and thus fulfill the contract) it takes 8 years to take preventive action

Call center

Support for interested parties and customers

Data managedLegal basisDuration periodName, telephone number 90 days from the last request to fulfill the contract / pre-contractual steps if you are not an existing customer, 8 years from the last purchase if you have already bought before

Customer service via web form

Support for interested parties and customers

Data handledLegal basisDuration periodName, e-mail address, telephone number, message 90 days from the last request to complete the contract / pre-contractual steps if you are not an existing customer, 8 years from the last purchase if you have previously purchased

Create a customer account

Delivery of orders, review of previous orders, provision of re-ordering options for customers

Data managedLegal basisStore periodE-mail address, password (in hashelt version), delivery and billing name, telephone number, postcode, town, street, house number, floor, door account, as a result of further data management, the customer's data may be stored even after deleting the account).

Invoicing

Issuance of an invoice in accordance with accounting legislation

Data managedLegal basisStorage periodE-mail address, billing name, telephone number, postal code, town, street, house number, floor, doorRequired to fulfill a legal obligation8 years

Network traffic monitoring

Ensuring network security

Data ManagedLegal BasisStore DurationIP address and browser user agent stringAllowed

interest (may object to data management) 3 days

Request customer feedback

Customer support, product range and service development

Data managed Legal basis Duration of storage Name, e-mail address, telephone number Legitimate interest (may object to the data processing) Until the objection to the data processing

Online Credit Card Acceptance

Issuance of an invoice in accordance with accounting legislation

Data managed: Legal basis Duration of storage
E-mail address, billing name, telephone number, postal code, town, street, house number, floor, door 8 years required to fulfill a legal obligation

5. SECURITY MEASURES

In the course of our data management activities, we make every effort to keep your data secure.

Our main goal,

that your data should only be accessed by our employees and partners who have been duly authorized to do so, to prevent unauthorized access, alteration, unauthorized disclosure or unauthorized deletion of your personal data, to keep your data accurate, avoiding data loss, and to be able to recover data in the event of a problem, that authorities and data subjects are notified as soon as possible in the event of a data protection incident.

Our webshop implements appropriate technical and organizational measures to ensure data security, taking into account the state of science and technology, including:

Our web store receives data securely via the HTTPS protocol, so it is not possible for unauthorized people to access personal data via any network device between the target server.

We do not store passwords in customer accounts, only the hashed version of passwords, so there can be no misuse.

Our employees use operating systems and software with the latest security updates to perform their tasks.

Our e-mail server uses Google to encrypt communications.

We encrypt our backups.

Personal data that is no longer needed will be deleted or anonymized for statistical purposes.

Our hosting server's servers operate in a secure data center.

We regularly review our security measures, set out the necessary actions in our internal Security Policy, and our employees always perform their duties in accordance with the current policy.

Our web store stores personal data on its IT equipment at its headquarters and on the servers of the hosting provider located in a secure data center.

6. DATA TRANSMISSION AND DATA PROCESSORS

We use external service providers for the fulfillment of orders, the technical operation of the web store and other purposes. In the table below you can see to whom we pass the data, with whom we may perform joint data management, and what data processors we use.

-
Name: UNAS Online Kft.

Activity: webshop system operation

Contact: unas@unas.hu, + 36-99 / 200-200

-
Name: Generation-Tech Kft.

Activity: webshop system operation

Contact: helikoptervilag@gmail.com + 36-70 224 90 89

-
Name: Vadász Zsombor EV.

Activity: Accounting

2120 Dunakeszi, Barátság útja 1 2nd floor 12.

Tax number: 55722982-1-33

-
Name: GLS General Logistics Systems Hungary Csoma-Logistikai Kft.

Activity: Parcel delivery - courier service

Contact: 2351 Alsónémedi, GLS Európa u. 2.

Tel: +3629 886 670

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Name: GLS General Logistics Systems Hungary Csoma-Logistikai Kft.

Activity: Parcel delivery - courier service

Contact: 2351 Alsónémedi, GLS Európa u. 2.

Tel: +3629 886 670

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Name: Express One Hungary Kft.

Activity: Parcel delivery - courier service

Contact: Budapest, Európa u. 12, 1239

Tel: (06 1) 877 7400

-
Name: Octonull Kft, billingo.hu

Activity: Invoicing

Availability:

Headquarters: 1085 Budapest, József körút 74. I. em. 6.

Office: 8230 Balatonfüred Jókai u 5.

Company registration number: 01-09-1981177, registered by the Registry Court of the Metropolitan Court

Tax number: 25073364-2-42

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Name: CIB Bank

Activity: Online Credit Card Acceptance.

https://net.cib.hu/egyivallalkozok_mikrovallalkozasok/szolgaltatasok/kartyaelfobadas/ecommerce/index

Contact: 1027 Budapest, Medve utca 4-14.

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Name: B-Payment Zrt.

Activity: Online Credit Card Acceptance.

Availability: 1132 Budapest, Váci út 4.
<https://b-payment.com/contact/>
Tel: +36 1 793 6776

7. TRANSFER OF DATA TO A THIRD COUNTRY

Our web store does not transfer the personal data it collects to third countries.

8. RIGHTS OF STAKEHOLDERS (BUYERS)

Personal data is not accidentally called personal data. You are the owner of your data, so we will do our best to make it easy for you to control your own data.

In this chapter, we present the rights granted to you, the natural person involved in data management, by law.

If you want to exercise your rights or just have a question, we will be happy to help you with the contact details provided in section 8.1.

8.1 Our contact details for law enforcement

E-mail: info@blitzwolf.hu

All inquiries will be answered within 30 days, ie within one month at the latest.

8.2 Access to personal data

You may request a copy of the personal information we hold about you, either in whole or in connection with a specific transaction, provided that we process your personal information. We also provide the following information when you request access to personal information we process:

the purpose and legal basis of the data processing

the categories of personal data concerned

the recipients or categories of recipients to whom or with whom the personal data have been or will be communicated

where applicable, the intended period of storage of the personal data or, if that is not possible, the criteria for determining that period a description of your additional rights (rectification, deletion or restriction and protest)

the possibility and the means of lodging a complaint with the supervisory authority

With this information, you can find out how and why we use your data and make sure we are processing it legally.

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

8.3 Correction of personal data

If any data is incorrect in our database or there is a change in your data, we will update the data upon request.

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

8.4 Deletion of personal data

You can ask us to delete the personal information we hold about you.

Upon request, we will delete or anonymize your data, but only if it is no longer needed for the purpose for which it was originally collected or we do not need it to fulfill our legal obligations.

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

8.5 Restrictions on the processing of personal data

Restriction means that your personal data, with the exception of storage, may only be processed with your consent, or for the purpose of making, enforcing or protecting legal claims, or for protecting the rights of another natural or legal person, or in the public interest of the Union or an EU Member State.

You can ask us to restrict the processing of your data in any of the following cases:

if you dispute the accuracy of the data, you can limit the data management for as long as we check the accuracy of the data

if the data processing is illegal but you only want to restrict the data processing instead of deleting it

if we no longer need the data, but you request it to submit, enforce or protect your legal claims

if you object to the data processing, the restriction applies for the period until it is determined whether our legitimate reasons take precedence over your legitimate reasons

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

8.6 Protest against the processing of personal data

In certain cases, you have the right to object to the processing of your personal data, for example if the legal basis for our processing is a legitimate interest.

In this case, we may not further process your personal data unless we can prove that the processing is justified by overriding legitimate reasons which take precedence over your interests, rights and freedoms or which relate to the submission, enforcement or defense of legal claims.

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

8.7 Data Portability

You have the right to receive your personal data in a structured, widely used, machine-readable format and to transfer this data to another data controller, provided that the legal basis for the data processing is consent or contract fulfillment and the data processing is automated.

If you wish to exercise your rights, please contact us at one of the contact details described in section 8.1.

9. HOW TO MAKE A COMPLAINT

If you feel that you are unable or unwilling to resolve your data processing issue by communicating with us, you may send your complaint to the competent authority:

National Authority for Data Protection and Freedom of Information (NAIH)

1125 Budapest, Szilágyi Erzsébet fasor 22 / C.

Phone: + 36-391-1410.

9. HOW TO MAKE A COMPLAINT

If you feel that you are unable or unwilling to resolve your data processing issue by communicating with us, you may send your complaint to the competent authority:

National Authority for Data Protection and Freedom of Information (NAIH)

1125 Budapest, Szilágyi Erzsébet avenue 22 / C.

Phone: + 36-1-3911400

Fax: + 36-1-3911410

Web: <https://naih.hu>

E-mail: ugyfelszolgalat@naih.hu

Online case initiation: <https://naih.hu/online-uegyinditas.html>

You can submit any complaints you may have about consumer rights through the online dispute resolution platform set up by the European Parliament and the Council:
<http://ec.europa.eu/consumers/odr/>

10. COOKIE INFORMATION

For the web store to work properly, we need to place cookies on your computer, as other websites and web stores do.

Cookies are small text files that the web store stores on the computer or mobile device of the user who visits their pages. Cookies allow the web store to remember your actions and personal settings (such as cart contents or login status) for a period of time, so you do not have to re-enter them each time you navigate from one tab to another within the web store.

Cookies placed directly by us

Our web store system can place the following cookies directly on the device you are using:

Cookie NamePurposeStorage TimeeuCookieWarningAcceptedIf the Cookie warning bar appears and the visitor clicks on the "OK" button, it will be used to record this event. It will be stored until the browser is closed. It is required for the basic operation of the web store, to add it to the cart and thus to place the order. It is stored 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 customize the ads that appear in Google products, such as Google Search. For example, you use such cookies to remember your recent searches, past interactions with individual advertisers' ads or search results, and visits to advertisers' websites. AdWords Conversion Tracking uses cookies. It tracks cookies on a user's computer to track sales and other conversions that result from an ad when that person clicks on an ad. Here are some common ways to use cookies: selecting ads based on what's relevant to that user, improving campaign performance reports, and avoiding ads that the user has already viewed. Google Analytics cookie Google Analytics is Google's analytics tool that helps website and application owners gain a more accurate picture of their visitors' activities. The Service may use cookies to collect information and report statistics about website usage without personally identifying visitors to Google. The main cookie used by Google Analytics is the "__ga" cookie. In addition to reporting from site usage statistics, Google Analytics, along with some of the advertising cookies described above, can also be used to show more relevant ads on Google products (such as Google Search) and across the web.

Third-party cookies that may be placed in connection with advertising and statistics:

Facebook:

<https://www.facebook.com/policies/cookies/>

Google:

<https://policies.google.com/technologies/types>

<https://tools.google.com/dlpage/gaoptout>

Learn more about behavioral ads:

<http://www.youronlinechoices.com/hu/>

To turn behavioral ads on or off:

<http://www.youronlinechoices.com/hu/ad-choices>

How do you manage cookie settings?

Most browsers provide management options in their cookie settings. Help setting up the most popular browsers:

Google Chrome:

https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en_GB

Microsoft Edge:

<https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Mozilla Firefox:

<https://support.mozilla.org/hu/kb/sutik-engedelyezese-es-tiltasa-amit-weboldak-haszn>

Microsoft Internet Explorer:

<https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Opera:

<https://www.opera.com/help/tutorials/security/privacy>

Apple Safari:

<https://support.apple.com/hu-hu/guide/safari/sfri11471/mac>

Learn more about cookies

For more details on how cookies work, we suggest you read the related Wikipedia article:

<https://en.wikipedia.org/wiki/HTTP-s%C3%BCti>

ANNEX 11: DEFINITIONS

1. "personal data" shall mean any information relating to an identified or identifiable natural person ("data subject"); identify a natural person who, directly or indirectly, in particular by an identifier such as name, number, location, online identifier or one or more factors relating to the physical, physiological, genetic, mental, economic, cultural or social identity of the natural person identifiable;

2. "processing" means any operation or set of operations on personal data or files, whether automated or non-automated, such as collection, recording, systematisation, sorting, storage, transformation or alteration, consultation, consultation, use, communication, transmission or dissemination; by other means of access, coordination or interconnection, restriction, deletion or destruction;

3. "restriction of data processing" means the marking of stored personal data with the aim of limiting their processing in future;

4. "profiling" means any form of automated processing of personal data in which personal data are evaluated in order to assess certain personal characteristics of a natural person, in particular his performance, economic situation, state of health, personal preferences, interests, reliability, behavior, location or used to analyze or predict motion-related characteristics;

5. "pseudonymisation" means the processing of personal data in such a way that it is no longer possible to determine to which specific natural person the personal data relate without the use of additional information, provided that such additional information is stored separately and technical and organizational measures are taken. ensure that this personal data cannot be linked to identified or identifiable natural persons;

6. "registration system" means a set of personal data which is accessible in any way, whether centralized, decentralized or functionally or geographically, and which is accessible on the basis of defined criteria;

7. "controller" means the natural or legal person, public authority, agency or any other body which alone or jointly with others determines the purposes and means of the processing of personal data; where the purposes and means of the processing are determined by Union or Member State law, the controller or the specific criteria for the designation of the controller may also be determined by Union or Member State law;
8. "processor" means any natural or legal person, public authority, agency or any other body which processes personal data on behalf of the controller;
9. "recipient" means a natural or legal person, public authority, agency or any other body to whom personal data are disclosed, whether a third party or not. Public authorities that may have access to personal data in the context of an individual investigation in accordance with Union or Member State law shall not be considered as recipients; the processing of such data by those public authorities must comply with the applicable data protection rules in accordance with the purposes of the processing;
10. "third party" means any natural or legal person, public authority, agency or any other body other than the data subject, the controller, the processor or the persons who, under the direct control of the controller or the processor, have been authorized to deal with it;
11. "data subject's consent" means the voluntary, specific and duly informed and unambiguous declaration of his or her will by means of a statement or unequivocal statement of consent to the processing of personal data concerning him or her;
12. "data protection incident" means a breach of security resulting in the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or unauthorized access to, personal data which have been transmitted, stored or otherwise handled;
13. "genetic data" means any personal data relating to the genetic characteristics of a natural person which are inherited or acquired, which contain specific information on that person's physiology or state of health and which result primarily from the analysis of a biological sample from that natural person;
14. "biometric data" means any personal data obtained by specific technical procedures relating to the physical, physiological or behavioral characteristics of a natural person, which allow or confirm the unique identification of the natural person, such as a facial image or dactyloscopic data;
15. "health data" means personal data concerning the physical or mental health of a natural person, including the provision of health services to a natural person;
information on the state of health of the natural person;
16. "center of activity" means: (a) in the case of a controller established in more than one Member State, the place of central administration within the Union, but decisions on the purposes and means of processing personal data place has the power to implement those decisions, the place of business which takes those decisions shall be considered to be the center of activity; (b) in the case of a processor established in more than one Member State, the place of central administration within the Union or, if the processor does not have a central place of business in the Union, the place of business of the processor in the Union. data processing activities take place in so far as the processor is subject to obligations under this Regulation;
17. "representative" means any natural or legal person established or resident in the Union and designated in writing by the controller or processor pursuant to Article 27, who represents the controller or processor to the controller or processor in accordance with this Regulation; obligations;
18. "undertaking" means any natural or legal person engaged in an economic activity, regardless of its legal form, including partnerships and associations engaged in a regular economic activity;
19. "group of undertakings" means a controlling undertaking and the undertakings controlled by it;
20. "binding corporate rules" means the rules on the protection of personal data laid down by a controller or processor established in the territory of a Member State of the Union in one or more third countries by a controller or processor within the same group or with regard to the transmission by the processor or a series of such transmissions;
21. "supervisory authority" means an independent public authority established by a Member State in accordance with Article 51;
22. "supervisory authority concerned" means the supervisory authority concerned by the processing of personal data for one of the following reasons: (a) the controller or processor is established in the territory of the Member State of that supervisory authority; (b) the data subject significantly affects or is likely to significantly affect data subjects resident in the Member State of the supervisory authority; or (c) a complaint has been lodged with that supervisory authority;
23. "cross-border processing of personal data" means: (a) the processing of personal data in the Union in connection with the activities of a controller or processor established in more than one Member State in several Member States; or (b) the processing of personal data in the Union in the context of activities carried out by the controller or the processor in a single place of business in such a way that data subjects are or are likely to be significantly affected in more than one Member State;
24. "relevant and substantiated objection" means an objection to the draft decision as to whether this Regulation has been infringed or whether the envisaged measure concerning the controller or the processor is in conformity with the Regulation; the statement of objections must clearly set out the significance of the risks posed by the draft decision to the fundamental rights and freedoms of data subjects and, where appropriate, to the free movement of personal data within the Union;
25. 'information society service' means a service within the meaning of Article 1 (1) (b) of Directive (EU) 2015/1535 of the European Parliament and of the Council (19);
26. "international organization" means an organization governed by public international law or its subsidiary bodies, or any other body set up by, or on the basis of, an agreement between two or more countries.