



**INFORMATION NOTE ON DATA PROCESSING AND PROCESS DESCRIPTION FOR DATA PROCESSING  
CARRIED OUT DURING CONTACTING INITIATED BY VISITORS**

**Crystal WorldWide Szolgáltató Zártkörűen Működő Részvénytársaság (hereinafter “Company” or “Controller”)** hereby informs you by way of this information note and process description and all facts related to processing your personal data in accordance 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 (General Data Protection Regulation, hereinafter: GDPR). By participating in the process, you will become the data subject of the processing according to this process description.

**EXACT NAME AND CONTACT DETAILS OF THE CONTROLLER:**

Controller’s name:	<b>Crystal WorldWide Szolgáltató Zártkörűen Működő Részvénytársaság</b>
Controller’s short name:	<b>Crystal WorldWide Zrt.</b>
Tax number:	<b>26506946-2-13</b>
Community tax number:	<b>HU26506946</b>
Company registration number:	<b>13-10-041858</b>
Data processing sites	
Registered office:	<b>H-2161 Csomád, Verebeshegy utca 11.</b>
Branch office:	<b>H-1145 Budapest, Amerikai út 59.</b>
Controller’s representative:	<b>Dr. MAGYAR Csaba</b>
E-contact of Controller’s representative:	<b>csaba.magyar@crwwgroup.net</b>

**PROCESS DESCRIPTION OF THE PROCESSING:**

**Crystal WorldWide Zrt.** offers an opportunity for the interested parties to contact the Company for the purpose of free consultation, fixing consultation dates, or call-back.

The Company provides at the link <https://crwwgroup.net/kapcsolat/> the electronic contact details, such as e-mail address and telephone number for contacting the Company. In the course of online electronic contacting on the platform directly provided by the Company, the Visitor’s request will be directly received at the Company’s e-mail address [info@crwwgroup.net](mailto:info@crwwgroup.net).

The contact request – irrespectively to the method of contacting – will be received by the client service staff member of the Company, i.e. the receptionist, who will contact the Data subject to fix the consultation date and the personal meeting.

Requests by phone will be transferred by the receptionist to the staff member requested, in charge of handling the case, or a date will be fixed with the calling party for the purpose specified above. If a staff member of Controller is requested, but the transfer of the call is without success, the receptionist shall make a paper-based note on the name and the telephone number of the caller, the name of the staff member requested, and as necessary the subject-matter of the call. The receptionist shall transfer the paper-based request to the requested staff member for the purpose of the further handling of the case.

Personal data disclosed in electronic form will be stored in electronic form in the central server owned by the Company.

**PURPOSE OF DATA PROCESSING:**



Contacting the Company primarily for the purpose of fixing consultation dates, free consultation, call-back.

**TITLE OF DATA PROCESSING:**

The data subject's consent under Article 6 (1) a) of the GDPR.

**SCOPE OF THE DATA PROCESSED:**

- Electronic platform:  
Mandatory data: name, e-mail address, message.  
Optional data for call-back: telephone number.
- requests through e-mail: name, e-mail address, message content and subject, other personal data found in the message content (e.g. telephone number);
- requests by phone: recording the name and the telephone number of the caller, the name of the staff member requested and the subject-matter of the call.

**SPECIFICATION OF THE DATA PROCESSORS INVOLVED IN THE DATA PROCESSING AND THE DATA PROCESSING OPERATION:**

Controller shall not use data processor for the performance of the tasks.

**IN THE COURSE OF THE PROCESSING, DATA WILL BE TRANSFERRED TO THE FOLLOWING THIRD PERSONS UNDER THE SPECIFIED TITLE:**

Controller shall not transfer the data to third parties.

**TIME LIMIT OF DATA STORAGE:**

The data disclosed during the contacting will be instantly deleted if the contacting is without success, i.e. with fixing date for the purpose of free consultation.

In further cases, until handling the case which is the subject-matter of the contacting (achieving the goal), but for not more than 1 year.

If requested by the data subject, Controller shall delete the personal data without undue delay, but not later than within 1 month following the statement of unsubscribing – the revocation of consent – made by the data subject.

**EXISTENCE OF AUTOMATED DECISION-MAKING:**

No automated decision-making shall take place during the processing.

**Method of data storage:** electronic, paper-based

**Data subject of the processing:** natural person data subject contacting the company

**Rights of the data subject:** revocation of consent, rights to access, correction, deletion, restricting and data transferability (in the case of automated processing)

**RULES ON EXERCISING THE DATA SUBJECT'S RIGHTS:**

Controller hereby informs you that on the basis of GDPR you may exercise the following ways to enforce rights upon the verification of your identity:

- request information on the processing of your personal data,
- request the rectification of your personal data,
- revoke your consent to data processing,
- request the deleting of your personal data, if any of the conditions under Article 17 (1) of the GDPR are met,
- request the restriction of processing your personal data,



- exercise your right to data transferability, if its conditions are met,
- seek legal remedy.

Controller will make efforts to provide you in each case with information that is as concise, transparent, easy to understand, accessible, clear and plain as possible, by also complying with the rules of the GDPR.

Your request should primarily be submitted in writing, addressed to Controller's representative at the contact details specified in this information note. Our staff member shall record the request and you shall receive a reply to your request within one month upon receiving the request. We may extend this deadline by not more than two months, provided that it is justified by the complexity of the request or the number of requests actually handled, however, we shall inform you on the extension within one month in electronic form.

If we fail to take measures upon your request, or you do not accept the measures taken, you may seek legal remedy. you may turn with complaints related to our data processing procedure to the Hungarian National Authority for Data Protection and Freedom of Information or to the regional court having jurisdiction according to your place of residence or place of stay.

Please be informed, however, that according to the practice of the Hungarian National Authority for Data Protection and Freedom of Information, your complaint will only be admitted, if you first turn to the controller, i.e. to us, but we fail to act according to your request, or you do not accept the measures taken. We recommend you to first contact the representative of the Controller!

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