

Bio Garancia Kft. privacy policy

This privacy policy is posted on all websites belonging to companies in the ECG Group.

Bio Garancia Kft. respects your privacy. Accordingly, we handle your personal data in strict compliance with the applicable data protection laws, including Act CXII of 2011 on the right to self-determination and freedom of information and the EU General Data Protection Regulation (GDPR). We reserve the right to review and amend this privacy statement from time to time. Each time you load or visit our website, the content of the current statement found there shall apply.

What does this privacy statement regulate?

This privacy statement provides information about how Bio Garancia Kft. collects and processes personal data on its website at www.bio-garancia.hu.

How can you contact us?

If you have any questions regarding the processing of your personal data or wish to exercise your rights as a data subject, please contact our customer service department by sending an email to info@bio-garancia.hu.

What personal data do we collect and process?

Personal data is data that allows us to identify the natural person concerned or can be linked to them in some other way. We process personal data about you that you voluntarily provide to us. This happens in particular when you correspond with us electronically or contact us through our points of sale. Bio Garancia Kft. may collect, process, and use the following types/categories of personal data:

Type of personal data	Purpose of data processing	Legal basis for data processing
Basic personal data (e.g., last name, first name, address)	Customer relationship management, making offers, concluding and performing contracts, fulfilling invoicing obligations, providing information about services	GDPR Article 6(1)(b) – performance of a contract or steps preceding it
Contact details (e.g. telephone number, email address)	Contact, handling customer inquiries, making offers, contractual communication, customer information	GDPR Article 6(1)(b) – performance of a contract or steps prior to entering into a contract
Contractual master data (e.g. contractual relationship, interest in a product or contract)	Making offers, concluding, registering and performing contracts, managing customer relationships	GDPR Article 6(1)(b) – performance of a contract or steps taken prior to entering into a contract
Data related to the use of IT equipment (e.g. user IDs, passwords, user roles, IP address, redirect URL)	Secure operation of the website and IT systems, prevention of unauthorized access, ensuring technical operation	GDPR Article 6(1)(f) – legitimate interests of the controller (IT security, system integrity)
Bank details (e.g. customer bank account details/credit card number)	Settlement of fees, financial performance, invoicing, fulfillment of accounting obligations	GDPR Article 6(1)(b) – performance of a contract

Personal data provided during the evaluation of our services and products	Evaluation of our services and products, improvement of their quality, further development, measurement of customer satisfaction	GDPR Article 6(1)(f) – legitimate interests of the controller (improving the quality of services, increasing customer satisfaction)
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Will your data be transferred between companies within the EASY-CERT Group?

Bio Garancia Kft. may transfer your data within the EASY-CERT Group to other companies belonging to the group for administrative purposes. The company receiving the data will process your data further depending on the service you have requested.

When do we transfer your data to other third parties?

We will transfer your personal user data in aggregated form to other third parties if you have made this data publicly available on the www.bio-garancia.hu website.

Beyond that, we only share your personal user data with other third parties in the following cases: (1) if you have given your express consent to the transfer of your data; (2) if the transfer of data is necessary for the establishment, exercise, or defense of legal claims, and we have no reason to believe that your interests in not having your data transferred outweigh our interests in transferring your data; (3) if the transfer of data is required by law or is necessary for the administration of contractual relationships with you.

How do we use plugins, tools, and cookies?

COOKIES: When you visit our website, we collect statistical visitor data about which parts of our website you and all other users visit most frequently. We collect data about the browser you use, your operating system, web usage log files, and other connection data. In this context, it is sometimes necessary to use cookies. Cookies are small files that are stored on your computer or mobile device when you use our website. The cookies we use serve to ensure the proper functioning of our website. We also use cookies to tailor the content of our website to your needs and to make browsing as convenient as possible for you. The data collected does not contain any personal references or is sufficiently anonymized so that it cannot be traced back to you. Most web browsers automatically accept cookies. However, you can set your browser not to accept cookies or to ask you each time before accepting cookies from the website you are visiting. You can also delete cookies from your computer or mobile device using the appropriate function in your browser. If you do not accept cookies related to the website, certain information may not be displayed to you on our website and you may not be able to use some features that enhance your browsing experience.

- **GOOGLE MAPS:** Our website uses Google Maps to display interactive maps and create route plans. When using Google Maps, information about your use of our website, including your IP address and the address entered in the route planner (starting point), may be transmitted to Google in the United States. If you do not want Google to collect, process, or use data about you via our website, you can disable JavaScript in your browser settings. However, in this case, you will not be able to use the map display. Otherwise, Google's privacy policy applies: <https://policies.google.com/privacy?hl=hu>
- **GOOGLE TAG MANAGER:** Google Tag Manager (GTM) is a tool that allows additional tools to be loaded onto websites. In order for Google to monitor system stability, performance, and loading quality, as well as to obtain diagnostic data, Google Tag Manager collects certain aggregated data for tag activation. This data does not include IP addresses or measurement

IDs that are linked to a specific person. Google Tag Manager does not collect, store, or share information about visitors. For more information about the data collected by Google Tag Manager and Google's privacy policy, please visit <https://policies.google.com/privacy?hl=hu> and <https://support.google.com/tagmanager/answer/9323295?hl=hu&sjid=15713090497900226768-EU>.

- **GOOGLE SEARCH CONSOLE:** The tools and reports provided by Google Search Console help us measure our Google search traffic and website performance, and fix any issues. They also ensure that our website is discoverable in Google Search results. For more information about Google's privacy policy, visit <https://policies.google.com/privacy?hl=hu>.

How do we use web analytics tools?

- We use the Google Analytics web analytics tool to continuously improve and optimize our website. It provides us with statistics and graphs that give us information about how our website is used. The above data relating to the use of our website is transmitted by Google Analytics to foreign servers with a shortened IP address, thus preventing the identification of individual devices. The IP address provided by your internet browser to Google Analytics is not linked to other data available to Google.
You can prevent Google from collecting and processing data generated by cookies about your visit to our website by downloading and installing the browser plug-in available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=hu>.
- If you do not want service providers to collect data about you using cookies, you can activate the "Block third-party cookies" function in your browser settings. This will prevent your browser from sending cookies to the server in connection with embedded content from other service providers. However, with this setting, other features of our website will no longer be able to function.

How do we protect your data?

We use appropriate technical and organizational measures to prevent the loss of your personal data or unauthorized access to it. We regularly review our security policies and procedures to ensure the security of our systems.

The data is stored by a service provider based in Switzerland. When you visit our website, we use the widely used SSL (secure socket layer) procedure with the highest possible encryption level supported by your browser. Please note that Switzerland is considered a third country that provides a level of data protection equivalent to that applied within the European Union, based on the European Commission's adequacy decision, and therefore data storage and processing there complies with the relevant data protection regulations.

How long do we store your data?

We process your personal data for as long as the purpose of the data processing exists. Basic and contractual data related to the contractual relationship are retained after the termination of the legal relationship for as long as necessary to comply with legal obligations, in particular accounting and tax obligations, generally for 8 years, and thereafter within the general limitation period (5 years) for the purpose of enforcing or defending legal claims. We process contact details for the duration of the customer relationship, unless the retention of personal data is justified by other data processing purposes. Technical data related to the use of IT equipment is retained solely for

the purposes of system security and service operation, for the necessary period of time or until any IT security incidents have been investigated. Banking data may be processed for the period necessary for financial performance and to comply with the relevant statutory retention obligations. Data provided during the evaluation of services and products will be processed for the period necessary for the evaluation and development of services, until the data subject objects.

What are your rights with regard to your personal data?

As a data subject, you have the following rights in relation to the processing of your data:

Right of access: The data subject may request information from the Data Controller about the circumstances of the processing of their personal data and may access this personal data.

Right to rectification: The data subject may request the Data Controller to correct or supplement any inaccurate personal data.

Right to erasure: The data subject may request the Data Controller to erase their personal data, in particular in unexpected cases where the Data Controller may have unlawfully processed the data subject's personal data; or where the personal data must be erased in order to comply with a legal obligation under EU or Member State law applicable to the Data Controller.

Right to data portability: The data subject may request that the Data Controller transfer the personal data processed by it to another data controller by electronic means, if the Data Controller processes such data automatically. The Data Controller shall in all cases inform the data subject if there are any obstacles to the transfer of data.

Right to object: The data subject may object to the processing of data, in particular if the Data Controller uses the data subject's personal data to send advertising, offers to conclude contracts or similar commercial messages addressed to the data subject.

Right to lodge a complaint: The data subject shall have the right to lodge a complaint with the National Authority for Data Protection and Freedom of Information if he or she considers that the Data Controller has infringed the laws on the processing of personal data (address: 1055 Budapest, Falk Miksa utca 9-11., telephone number: +36-1-391-1400, e-mail address: ugyfelszolgalat@naih.hu, website: www.naih.hu).

Right to appeal to a court: The complainant has the right (at their discretion) to appeal to the court with jurisdiction over their place of residence or stay if they believe that Data Controller has violated the complainant's rights specified in the GDPR in relation to data processing.

Disclaimer and copyright

Our website is subject to the following binding terms of use, which visitors to our website accept by visiting our website. Our website contains various data and information that constitute protected trademarks and/or copyrighted intellectual property of our company or, in some cases, third parties. Therefore, downloading, copying, and distributing our website or any part thereof is prohibited. Exceptions to this rule are copying for technical reasons for browsing purposes, provided that it is not for commercial purposes, and making stored copies for personal use.

We accept no responsibility for the accuracy and completeness of the information on our website. References and links to third-party websites do not imply that the content accessible via these references or links reflects our own position. We are not responsible for the data and information provided on these websites. We have no influence on the content of the aforementioned links.

Therefore, we accept no responsibility for the illegality, inaccuracy, or incompleteness of this content, nor for any damage resulting from the use of the content accessible via these links.

We expressly reserve the right to modify, supplement, delete or temporarily or permanently discontinue the public availability of our website, in whole or in part, without prior notice.

All visitors use the Internet at their own risk. In particular, we accept no responsibility for any technical failures of the Internet or Internet access.

We take all reasonable technical and organizational measures to protect personal data from unauthorized access, alteration, or disclosure. However, we would like to point out that the absolute security of data transmission over the Internet, especially in the case of electronic correspondence, cannot be guaranteed, and therefore the data controller accepts no responsibility for data protection incidents that occur for reasons beyond the data controller's control.

We reserve the right to modify these terms of use and update them in line with technical developments and changes in the legal environment.

If any provision of these Terms of Use is invalid, it shall not affect the validity of the remaining provisions.