

PRIVACY POLICY

chocoMe Kft. is responsible for the collection and use of data for private persons, business associations, and so on. All personal data will be processed in accordance with applicable data protection laws.

chocoMe Kft., as data controller honours its obligation toward data subjects and all parties concerned by disclosing this Privacy Policy in a transparent, comprehensible and easily accessible form, in a clear and unambiguous manner, in accordance with Regulation (EU) 2016/679 of the European Parliament and Council especially on the protection of natural persons in regard to the collection and processing of personal data.

This data handling notice on the protection of personal data of natural persons and the free movement of data has been drawn up based on Regulation (EU) 2016/679 of the European Parliament and Council, as well as taking into account Act CXII of 2011 on information self-determination and the freedom of information.

Name and contact details of the Controller:

Company Name: **chocoMe Kft.**

Headquarters: 1135 Bp., Kisgömb utca 23.

Tax number: 11720616-2-41

Company Notebook: 01-09-936233

Website: www.chocome.hu

Email: info@chocome.hu

Phone: +36 (1) 789-5755

This Privacy Policy is accessible at: www.chocome.hu

1. Definitions:

- **GDPR** (General Data Protection Regulation): the new EU Privacy Policy;
- **Data Management**: the collective act of all operations, or operations carried out in an automated or non-automated manner on personal data or data files, such as collecting, recording, rendering, subdividing, storing, altering or modifying, querying, inspecting, using, communicating, transmitting, distributing or any other form of disclosure, coordination or interconnection, restriction, deletion or destruction;
- **Data Processor**: means any natural or legal person, public authority, agency or any other body that manages personal data on behalf of the data controller;
- **personal data**: any information relating to an identified or identifiable natural person(s); a natural person may be identified, directly or indirectly, based on one or more factors relating to the natural person's physical, physiological, genetic, intellectual, economic, cultural or social identity and especially identifiers such as name, number, positioning data, online identifier;

- **Data Controller:** means any natural or legal person, public authority, agency or any other body that determines the purposes and means of handling personal data individually or with other actors; where the purposes and means of data management are defined by Union or national law, the data controller or any particular aspects of the designation of the data controller is also defined by Union or national law;
- **personal consent:** a voluntary, specific, appropriately informed and explicit statement of the will of the person concerned by which he or she indicates by a statement or through an act unequivocally expressing affirmation that he or she has consented to the processing of personal data concerning him\her;
- **privacy incident:** a security breach resulting in accidental or unlawful destruction, loss, alteration, unauthorized disclosure or unauthorized access to personal data transmitted, stored or otherwise treated.
- **recipient:** a natural or legal person, public authority, agency or any other body with whom or with which personal data is communicated, whether or not it is a third party. Public authorities which have access to personal data in an individual investigation in accordance with Union or national law shall not be considered recipients; the management of such data by those public authorities must comply with the applicable data protection laws in accordance with the rules and purposes of data management;
- **third party:** a natural or legal person, a public authority, an agency or any other body other than the data subject, the data controller, the data processor or any person authorized to manage personal data under the direct control of the data controller or the data processor.

2. Legal basis of data processing:

The data controller declares that he / she manages the processing of personal data as set out in the Privacy Policy and complies with the applicable legal regulations, with special regards to:

- The processing of personal data is carried out legally and fairly in a way transparent to the data subject.
- Collect personal information only for specific, clear and legitimate purposes.
- The purpose of handling personal data is appropriate and relevant and can only be as much as needed.
- Personal data must be accurate and up-to-date. Inaccurate personal data should be deleted immediately.
- Personal data should be stored in a form that allows identification of the data subjects for the needed time only. The storage of personal data for longer periods of time may only take place if the storage is of public interest, archiving for scientific and historical research purposes or for statistical purposes.

- Personal data should be handled by using appropriate technical or organizational measures in such a way as to ensure the proper security of personal data.
- The data controller must handle the data in such a way as to protect it against unauthorized or unlawful handling, accidental loss, destruction or damage.
- In the case of data handling on the basis of the consent of the person concerned, the data subject may contribute to the management of his / her personal data in the following forms:
 - (a) in writing, in the form of a statement giving consent to personal data processing,
 - (b) electronically, through expressing conduct on the Company website, by ticking a check box, or by making technical adjustments to the use of services in connection with information society, and by any other statement or action that, in that context, is clearly indicated.
- Silence, a check box already ticked beforehand, or non-action are not considered as consent. Consent covers all data management activities for the same purpose or purposes.
- If data management serves multiple purposes at a time, the consent must be given for all data management purposes. If the consent of the party concerned is provided after an electronic request, the request shall be clear and concise and shall not unnecessarily hinder the use of the service for which the contribution is requested.

The principles of data protection apply to all identified or identifiable natural person information.

The purpose of data management is to provide the Controller with contractual services or to maintain a business relationship.

In the case of data given by a Registered User, the purpose of the data management is to identify and authenticate the user and to be able to notify said user if need be.

The data may be used by the data controller for statistical purposes.

The legal basis for data handling is the consent of the person concerned.

Data management duration and data erasure. The duration of the data management is always a function of a specific user goal, but the data must be deleted immediately if the originally targeted goal has already been achieved. Consent to data handling may be withdrawn by the person concerned at any time by an email stating that sent to the Controller's email address. If the deletion has no legal impediment, then the data will be deleted.

The data controller and his / her employees are entitled to know the data.

The person concerned may ask the data controller for access to, correction, deletion or limitation of access to personal data concerning him or her and may object to the handling of such personal data as well as the right to transfer access to the data concerned.

The person concerned may withdraw his or her consent to the processing of data at any time, but this does not affect the lawfulness of the data handling carried out on the basis of the consent prior to the withdrawal.

The person concerned may exercise the right to submit a complaint to the supervising authority.

The data subject is entitled to request the data controller to rectify or supplement any of his or her inaccurate personal data without delay.

The data subject shall have the right, at his or her request, to delete inaccurate personal data without undue delay, and the data controller shall be required to delete the personal data of the data subject without undue delay if there is no other legal basis for the data handling.

The legal basis for data handling is determined by law in the event of a legal obligation, so the consent of the person concerned is not necessary to handle his / her personal data.

Modification or deletion of personal information may be initiated by e-mail, phone, or letter via any of the above mentioned contact details.

The data controller, including the data controller with whom personal data may be disclosed, or a legitimate interest of a third party, may provide a legal basis for data management, provided that the interests, fundamental rights and freedoms of the data subject do not take precedence, and taking into account his or her reasonable expectations based on their relation with the data controller. Such a legitimate interest may arise, for example, when there is a relevant and adequate link between the data subject and the data controller, for example in cases where the data subject is the data controller's client or employee.

In order to establish the existence of a legitimate interest, it is necessary to examine, among other things, whether the data subject can reasonably expect that the nature of the data handled was in line with the intended purpose at the time of collection of personal data. The interests and fundamental rights of the data subject may take precedence over the data controller's interest if the personal data are handled under circumstances in which the data subjects do not expect further data handling.

3. Data management related to the performance of a contract

ChocoMe Ltd. manages the personal data of its natural persons under - customers, buyers, suppliers - in relation to their contractual relationship. The person concerned should be informed of the handling of personal data.

The legal basis of the data management is the fulfillment of the contract, the purpose of the data management is to keep in touch with the contractee, to enforce any claim arising from the contract and to comply with contractual obligations.

Personal data managed: name, address, company name, home, phone number, email address, tax number, bank account number, customer ID.

The duration of the data processing is 5 years, and 8 years after the termination of the contract if the data are to be kept under Section 169 of Act C of 2000 on Accounting as the data forms part of the supporting documents.

4. Rights and legal remedies related to the data processing:

The right to request information

You can ask us about details of our company's use of your personal data about legal basis, data management purpose, terms of use and how long it will be handled through the specified contacts. Upon your request, we will notify you as soon as possible, at most within 30 days, via the e-mail contact you provide.

Right to rectification

You can request us to modify some of your data via the specified contact details. We will do so as soon as possible, at most within 30 days of your request. We will send you information via the e-mail you provided.

The right to erasure

You can request the erasure of your data via the specified contact details. Upon your request, we will do so as soon as possible, at most within 30 days, and we will send you notification via the e-mail address you provide.

The right to block

You can request the blocking of your data through the specified contacts. Blocking will continue until the reason you specify requires the data to be stored. Upon your request, we will do as soon as possible, at most within 30 days, and we will send you notification via the e-mail address you provide.

Right to object

You may object to data handling through the specified contacts. Your objection will be examined as soon as possible, but not later than 15 days after the submission of the application. We will make a decision on the validity of your claim and we will inform you of our decision via e-mail. Objection may be general or specific.

Right to legal remedy concerning data handling

In the event that you are experiencing unauthorized access to information, let our company know so we can rectify and restore the legal status promptly.

If you consider that legal status can not be restored, please notify the authorities via the following contact details:

Nemzeti Adatvédelmi és Információszabadság Hatóság

Postal address: 1530 Budapest, Pf. : 5.

Address: 1125 Budapest, Szilágyi Erzsébet fasor 22 / c

Phone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

E-mail: service @ naih.hu

The right to an effective remedy against a supervisory body

Without prejudice to other administrative or non-judicial remedies, all natural and legal persons

shall be entitled to effective judicial remedies against the legally binding decision of the supervisory body.

Without prejudice to other administrative or non-judicial remedies, any person concerned shall be entitled to an effective remedy if the relevant supervisory body fails to address the complaint or within three months shall not inform the person concerned of any procedural developments concerning the complaint under Article 77 of the Regulation or of its outcome.

The procedure against the supervisory authority shall be initiated before the courts of the Member State in which the supervisory authority is situated.

If a supervisory body commits a decision against which a body has previously issued an opinion or made a decision, under the uniformity mechanism, the supervisory authority shall send that opinion or decision to the court.

The right to an effective remedy against data controller and data processor

Without prejudice to any administrative or non-judicial remedies available, including the right under Article 77 to complain to a supervisory body, all the persons concerned shall be entitled to an effective judicial remedy if they consider that their personal data have not been handled according to the Regulation and thus their rights were infringed under the Regulation.

The data controller or processor shall be indited before the court of the Member State in which the data controller or the processor is established. Such proceedings may be instituted before the courts of the Member State in which the person concerned is habitually resident, unless the data controller or the data processor is a public authority of a Member State acting within the scope of it's public authority.

5. Procedure applicable to a privacy incident

A privacy incident is a breach of security resulting in accidental or unlawful destruction, loss, alteration, unauthorized disclosure or unauthorized access to personal data transmitted, stored or otherwise handled.

A privacy incident is the loss or theft of a personal data device (laptop, mobile phone), or if the encryption code used by the data handler is lost, inaccessible, or infected by ransomware (blackmail virus) and made unavailable until the ransom fee is paid by the data manager or data controller, a cyberattack on the IT system, the unintended sending of e-mails containing personal information, the publication of a list of addresses, etc.

If a privacy incident is detected, the representative of chocoMe Kft. will immediately investigate the identification and possible consequences of the incident. The necessary measures must be taken to remedy the damage.

A data protection incident shall be reported to the competent supervisory body without unjustified delay and, if possible within 72 hours after the data protection incident has become known, unless the data protection incident is unlikely to pose a risk to the rights and freedoms of natural persons. If the notification is not filed within 72 hours, the reasons of the delay must also be reported.

The data processor notifies the data controller without undue delay after the privacy incident has become known.

The report must contain, at least:

1. describe the nature of the privacy incident including, where possible, the categories and approximate number of affected persons and the categories and approximate number of the data involved in the incident;
2. the name and contact details of the Data Protection Officer or other contact person providing additional information shall be communicated;
3. the likely consequences of a data protection incident;
4. describe the measures taken or planned by the data controller to remedy the data protection incident, including, where appropriate, measures to mitigate any adverse consequences resulting from the data protection incident.

If and where it is not possible to disclose all the information at the same time, they may be disclosed in parts as they become available without further undue delay.

The data controller records the privacy incidents, indicating facts related to the privacy incident, its effects and remedial actions taken.

6. Registration

The legal basis for data handling is the consent of the concerned party, who can give said consent through registration via the website [www. chocome.hu](http://www.chocome.hu), where they can tick a checkbox next to the "registration" section after the provided information on how we manage your data.

In case of registration the interested parties are any natural person who registers on the website and gives consent to the processing of his / her personal data.

In case of registration the data processed are: first name, surname, postal address, e-mail address, telephone number, delivery and billing address, log-in password (in some cases company name and tax number).

In the case of registration the data management purpose: getting in contact in order to prepare for the contracting process, to provide free services via the website for interested parties, and to grant access to non-public content on the website.

The recipient of the data in case of registration are: the manager and employees of chocoMe Kft.

Duration of data handling is until the deletion of the data on the request of the concerned party but not longer than 5 years.

The concerned party can at any time request the deletion of his or her registration and personal data.

7. Direct marketing activity

The legal basis for chocoMe Kft.'s data management for direct marketing purposes is the consent of the concerned, which is clear and explicit. The explicit, expressed, prior consent of the concerned person is provided by ticking the checkbox next to the request text for the consent for direct marketing on the website after the provided information on how we manage your data.

The interested party can also provide consent on paper by filling out the form "Contribute to Data Management for Marketing purposes".

The interested parties are any natural person who expresses his or her clear and explicit consent to the processing of personal data by chocoMe Kft. for direct marketing purposes.

Data management goals: providing services, delivering goods, sending offers, notifying about sales and promotions by electronic means or by post.

The recipient of the data in case of registration are: the manager and employees of chocoMe Kft. who handle customer service tasks and marketing tasks based on their job descriptions.

The personal data processed are: surname, first name, e-mail address, postal address, telephone number (in some cases company name and tax number).

Duration of data handling for marketing purposes is until the concerned party revokes his or her consent, but not longer than 5 years.

8. Newsletter

All informations and notifications published on www.chocome.hu are subject to the relevant legal provisions. The data controller is not able to check the authenticity of the contact information while someone is signing up for the newsletter, nor does it make it clear if the information given relates to a private person or business. Contacting companies are treated as client partners.

The purpose of data management is to provide professional brochures, electronic messages containing advertising, information, newsletters, which you can unsubscribe from without any consequences at any time. You can still unsubscribe without any consequences if your company is out of business or you left your business \ company or someone has provided us with your contact information.

The legal basis for data handling is your consent. We inform you that, only in case of the the prior and explicit consent of the user, can the company provide said user the opportunity to use the promotional offers, information and other items of service via the provided e-mail address given at registration.

If you would like to receive a newsletter from us, you will need to provide the necessary information. We may not be able to send you a newsletter if you do not provide us with any express consent. You can provide your consent after logging in to your account.

The data processing takes place until the consent is withdrawn. You may withdraw your consent to the processing of your data by contacting us via email at info@chocome.hu.

In the case of newsletter subscriptions, the handled informations are the following: last name, first name, e-mail address, postal address, delivery address, company name and tax number, if applicable. The purpose of the data management is to inform the person concerned about the services, products, changes in them, and information about news and events about chocoMe Kft.

Data is deleted when the consent for data management is withdrawn. You may at any time withdraw your contribution to the data processing by sending a letter to our contact email address.

Your consent may also be revoked via the link in the received newsletters.

Data controllers and their employees, as well as data processors, are described in detail in point 12 of this notice.

Data storage method: electronic.

Changing or deleting data can be initiated via email, phone, or mail using the contact details listed above.

Please note that it is not necessary for the username or email address to contain data referring to you as a person. For example, it is not necessary for your username or email address to include your official name. However a real, existing e-mail address, which serves the purpose of contact, is absolutely necessary for reaching you with the newsletters or professional information.

9. Cookies

When using www.chocome.com, Cookies are small text files that contain a unique identifier stored on your computer or mobile device so that the device you use will be recognizable when you visit the web site chocome.hu or use applications.

Cookies can only be used for the duration of a visit to that specific site or to measure how you use the service and content from time to time. Cookies help to highlight important features and features used on our site and via mobile apps and are there to improve your customer experience. Cookies will show us when you've watched an ad and how long you watched it. This information helps us measure the effectiveness of online advertising campaigns and control how many times an ad is shown to you. With Cookies you can measure the effectiveness of marketing communication, for example, if you open a marketing email sent by us.

The website www.chocome.hu sends a small file (cookie) to the user's computer via their browser to mark the fact and the time when the visit took place. The provider informs the visitor about this on the website.

The circle of people involved in data management are the visitors of the website.

The purpose of data management is to provide additional services, identification, and the tracking of visitors.

In the browser settings, you as a user have the right to accept or reject new cookies and to delete existing Cookies. You can also set your browser to notify you every time you put new cookies on your computer or other device. For more information on how to manage cookies, visit your browser's "Privacy" and "Help" sections.

If you choose to disable some or all of your Cookies, you will certainly not be able to use all the features of our Websites. For example, you can not put products into your cart, you can not sign out, or use products or services that need access.

Using the Cookies Controller do not handle personal data.

Cookies work differently in mobile applications as they are coded into applications and use a unique identifier created by your mobile device to use for advertising activity. You can turn this ad ID off or restart it in your mobile device's privacy settings.

Data storage method: electronic.

10. Social media sites

A social networking site is a media device where the messages are distributed through community users. Social Media uses the Internet and online publishing options to help content consumers become content editors. Social media is a surface of web applications that contain user-created content such as Facebook, Google+, Twitter, Instagram, etc.

Forms of communication on social media may be public speeches, presentations, lectures, introductions or reviews of products or services.

Information on social media can be formatted including but not limited to: forums, blog posts, image, video, audio, message boards, e-mail messages, etc.

Accordingly, the scope of the data processed may be beyond the personal data of the user's public profile picture.

The circle of stakeholders consists of all registered users.

The purpose of the data collection is to promote the website or a related website.

The legal basis for data handling is the voluntary, explicit consent of the concerned person.

Data storage method: electronic.

Whenever a user uploads or submits personal information, the provider of said site gains worldwide permission to store and use such content.

11. Google Analytics

www.chocome.com uses Google Analytics

In case of using oogle Analytics:

Google Analytics provides reports to it's clients about user customs using cookies.

On behalf of the website operator, Google uses the information to evaluate how users are using the website. As a further service, it reports to the website operator any activity on the site so the operator can develop and perform additional services.

Data is stored on Google servers in encrypted format to make it more secure and prevent data misuse.

Blocking Google Analytics can be done as follows: Quote from the site:

Website users who do not want Google Analytics to make a JavaScript report of their data can install the Google Analytics opt-out browser extension. This plugin forbids Google Analytics JavaScript (ga.js, analytics.js, and dc.js) to send information to Google Analytics. The browser extension can be used in the most recent browsers. The Google Analytics Disabling Browser Extension does not prevent the data being sent to the site itself and other Internet analytics tools or services.

<https://support.google.com/analytics/answer/6004245?hl=hu>

Google Privacy Policy: <https://policies.google.com/privacy>

Information on using and protecting data is available in detail in the above links.

Privacy in detail:

https://static.googleusercontent.com/media/www.google.com/en//intl/hu/policies/privacy/google_privacy_policy_hu.pdf

12. Data processors, data processing guidelines

The data controller shall determine the rights and obligations of the data processor regarding the processing of personal data within the framework of the law and the specific laws governing the processing of data.

chocoMe Kft. Informs you that in the course of its data processing activities the data processing provider has no competence to make a substantive decision on data management, it can process personal data that it is aware of only in accordance with the wishes of the data controller, it can not process data for its own purposes and will store personal data according to the data controller's wishes.

chocoMe Kft. does not authorize the data processor to use additional data processors.

1. Provider:

chocoMe Kft. is using an external data processor entrusted with the voluntary contributions of personal data processed by it, for the purpose of operating and maintaining its website.

Name: Hashtaglab Ltd.
Headquarters. 1155 Budapest, Mézeskalács tér 1.
Phone: +36 (70) 317-7693
Email: zsolt.pinter@hashtaglab.hu

The information you provide is stored by the hosting server. Data can only be accessed by our staff or by the server operating personnel, but they are all responsible for the safe handling of the data.

Name of activity: hosting service, server service.

The purpose of data management is to ensure the operation of the website.

Treated data: personal data provided by the person concerned.

Data management lasts until the end of the web site's operation and according to a contractual agreement between the website operator and the hosting provider. The person concerned may also ask for the deletion of his or her data directly contacting the hosting service provider.

The legal basis for data handling is the consent of the person concerned or legally regulated data management.

2. For accounting and tax purposes, the accounting office entrusted by the company:

Name: Tax-Center Kft.
Headquarters: 9200 Mosonmagyaróvár, Szent István király út 73.
Phone: +36 (96) 216-955

Name of activity: bookkeeping, accounting.

The purpose of the data management is to perform the accounting tasks related to chocoMe Kft.

Managed data: customer's name, address, order total.

In the case of bookkeeping tasks, the aforementioned company performs the regular preparation of mandatory financial statements of chocoMe Kft. through which the information on chocoMe Kft.'s buyers and their necessary account information is obtained.

3. Billing

Name: InCash Management Kft.
Headquarters: 1139 Budapest, Forgách u. 19.
Phone: +36 (1) 238-0814
E-mail: incash@incash.hu

Name of activity: issuing invoices related to orders.

The aim of the data management is to issue invoices related to orders made and to be issued by chocoMe Kft.

Managed data: customer's name, address, order content, amount, payment terms.

The invoices to be issued are in accordance with the current accounting rules related to orders placed on the online interface maintained by chocoMe Kft. and are issued by the employees of chocoMe Kft. through the distributor of InCash Kft.

3. For postal and delivery purposes, the Hungarian Post or the courier service commissioned by the Company

chocoMe Kft. is using an external data processor entrusted with the voluntary contributions of personal data processed by it, for the purpose of delivery of postal items / postal services.

Name: Magyar Posta Zrt.

Headquarters: 1138 Budapest, Dunvirág u. 2-6.

Phone: +36 (1) 767-8272

E-mail: uzleti.ugyfelszolgalat@posta.hu

Name: UPS Magyarország Kft.

Headquarters: 2220 Vecsés, Lőrinci u. 154.

Phone: +36 (1) 877-0000

E-mail: upshungary@ups.com

Name: FedEx Express Corporation

Headquarters: 2220 Vecsés, Lőrinci u. 59. C / 5.

Phone: +36 (80) 980-980

E-mail: export.bud.hu@mail.fedex.com

Name: Cargo-Partner Ltd.

Headquarters: 1185 Budapest, Igló u. (Celebi Cargo Center)

Phone: +36 (29) 620-421

Name: Vigh-Patkó Bt.

Headquarters: 1111 Budapest, Karinthy F. u. 20.

Phone: +36 (70) 611-8070

E-mail: peterpatko71@gmail.com

Name of the activity: delivery, courier service.

The purpose of data management is to ship deliveries provided by chocoMe Kft.

Managed data: customer's name, address, contact details.

If the customer did not choose to pick up an order personally at the time of placing the order, one of the above mentioned courier services will perform the delivery of the order.

4. Employees tasked with the manufacturing of ordered products.

Name: employees of chocoMe Kft

Headquarters: 1135 Budapest, Kisgömb u. 23.

Phone: +36 (1) 789-5755

E-mail: info@chocome.hu

Name of activity: manufacture and sale of confectionery products according to order.

The purpose of data management is to ensure the delivery of received orders.

Managed data: Customer's name, address, contact details, delivery address, billing address, order content, and customer comments regarding their order.

During the processing and preparation of orders received through our online interface, employees of chocoMe Ltd. have access to the data contained in the order. For example, delivery address, delivery time, ordered products, contact details.

The legal basis for data handling is the consent of the person concerned or legally regulated data management.

13. Legislation underlying data management

- REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND 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 the repealing Directive 95/46/EC (Data Protection Directive).
- 2011 CXII. law on information self-determination and freedom of information.
- CVIII. Act on Electronic Commerce Services and Issues concerning services provided for the Information Society.
- Act C of 2003 on electronic communications.

Budapest, 2018. May 23. - chocoMe Kft.