

K&H Pénzforgalmi Szolgáltató Kft.

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PRIVACY STATEMENT

In connection with complaint handling

K&H Pénzforgalmi Szolgáltató Kft. (head office: 1095 Budapest, Lechner Ödön fasor 9.; company registration number: 01-09-338123, hereinafter: the Company) handles the personal data of those who contact the Company in connection with reporting a complaint on Company's website (www.khpos.hu).

Purpose of data processing: investigating and responding to complaints

Legal base of data processing: fulfillment of a legal obligation

Scope of processed personal data: the customer's name, mobile phone number and e-mail address, the surname and first name of the person acting on behalf of the customer, as well as all personal data that the customer brings to the attention of the Company in connection with the complaint, as well as personal data related to the contract with the Company to the extent necessary for the investigation of the complaint.

Duration of data processing: the Company will keep the complaint and the response (written documents) as well as the audio recording of the complaint communicated over the phone for 5 years.

Detailed information about the Company's data management, as well as the data protection rights and legal remedies of the data subjects, is available [here](#).