

## NOTICE ON THE PROCESSING OF PERSONAL DATA FOR USERS OF THE CONTACT CENTRE OF NTPS PLC.

Dear Customer,

The purpose of this notice is to provide sufficiently detailed and clear information to all natural persons ("Natural Person")—acting on behalf of a legal person, organisation without legal personality or natural person, or in his/her own name—making use of the call centre ("Contact Centre") of NTPS Plc. with regard to the data processing activity performed by the Contact Centre operated by NTPS Plc. ("Data Controller").

### I. Legal background:

As a company in 100% public ownership, NTPS Plc. is appointed and authorised by law to perform, on behalf of the Hungarian State, the toll charger, toll enforcement and fine collection<sup>1</sup> functions of the time-based road use system ("TT or e-vignette system") as well as the toll charger, toll enforcement supporter and bound service provider functions of the distance-based electronic toll system (hereinafter: Toll System)<sup>2</sup>.

In the course of performing this function, NTPS Plc., in accordance with the requirements of Act CLV of 1997 on consumer protection ("Consumer Protection Act"), is required to operate a Contact Centre to address customer complaints. Upon request NTPS Plc., through its Contact Centre, provides information relating to the services of the e-vignette and Toll System as well.

In the course of its data processing, NTPS Plc. is required to conform to the provisions of Act CXII of 2011 on informational self-determination and the freedom of information (Info Act), as well as of 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).

### II. Basic terminology:

**Customer (recipient of this notice)** means natural persons contacting the Contact Centre of NTPS Plc. to request information or the settlement of complaints.

**Personal data** means any information relating to an identified or identifiable natural person ("data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

**Processing** means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Voice recording** means, in accordance with Section 17/B (3) of the Consumer Protection Act, the recording of oral complaints by telephone or telephone communication between NTPS Plc. and the Customer in a closed, secure system used by NTPS Plc.

<sup>1</sup> | pursuant to Act I of 1988 on Road Transport and Decree No. 45/2020. (XI. 28.) of the Minister for Innovation and Technology on motorways, expressways and main roads subject to toll payment and on the tolls payable ("Toll Decree")

<sup>2</sup> | Decree 209/2013 (VI. 18.) of the Government on the implementation of Act LXVII of 2013 on the traveled distance based toll payable for the use of motorways, carriageways and highways

### III. Scope, legal basis, purpose and duration of data processing:

Description of personal data	Legal basis of data processing	Duration of data processing
registration number	settlement of customer complaints, as well as oral communication with the customer, the provision of services under the Toll Decree, the administration of fines (Section 17/A(3) of the Consumer Protection Act; fine maximum as per Sections 14 and 15 of the Toll Decree, payment of fines by purchasing an annual vignette (Section 16) and other services the Controller may provide to customers pursuant to Sections 18 and 19 of the Toll Decree)	5 years (Consumer Protection Act, Section 17/A (7))
Name and address of the customer	settlement of customer complaints, as well as oral communication with the customer, the provision of services under the Toll Decree, the administration of fines (Section 17/A(3) and (5) of the Consumer Protection Act; fine maximum as per Sections 14 and 15 of the Toll Decree, payment of fines by purchasing an annual vignette (Section 16) and other services the Controller may provide to customers pursuant to Sections 18 and 19 of the Toll Decree)	5 years (Consumer Protection Act, Section 17/A (7))
any other data that can be considered personal data that the customer voluntarily discloses to NTPS Plc. in the course of complaint administration or communication with NTPS Plc. by telephone	settlement of customer complaints, as well as oral communication with the customer, the provision of services under the Toll Decree, the administration of fines (Section 17/A(3) and (5) of the Consumer Protection Act; fine maximum as per Sections 14 and 15 of the Toll Decree, payment of fines by purchasing an annual vignette (Section 16) and other services the Controller may provide to customers pursuant to Sections 18 and 19 of the Toll Decree)	5 years (Consumer Protection Act, Section 17/A (7))

NTPS Plc. processes these data to comply with consumer protection regulations and the Toll Decree with regard to the handling of customer complaints and to communication with customers, as well as to implement efficient and customer-friendly administration procedures. Personal data are recorded by making a Voice recording of conversions with customers.

The legal basis of the processing of personal data is the aforementioned legal provisions and legitimate interest; consequently, you as a customer must be aware that without processing your personal data, it would be impossible to settle your complaint.

#### IV. Persons engaged by the Data Controller in the data processing:

The staff of the Contact Centre of NTPS Plc. and the head of the call centre function are entitled to perform data processing. No Data Processor takes part in the processing of the data.

Contact details of the Data Controller:

registered office: H-1134 Budapest, Váci út 45/B. | postal address: H-1380 Budapest, Pf. 1170

tel.: +36 1 4368 000 | e-mail: [ugyfel@nemzetiutdij.hu](mailto:ugyfel@nemzetiutdij.hu)

Contact details of the data protection officer of the Data Controller:

[dpo@nemzetiutdij.hu](mailto:dpo@nemzetiutdij.hu) | tel.: +36 1 4368 000

Additional information concerning the data protection officer can be found at [www.toll-charge.hu/Data Protection](http://www.toll-charge.hu/DataProtection) or requested in person from our customer service officers.

#### V. As a Customer, you have the following rights regarding data processing:

**1. Right to information.** Pursuant to Article 15(1) of the GDPR, you may request information concerning the personal data processed by NTPS Plc. In this event, NTPS Plc. sends to following information to the address (e-mail, postal address) specified by you:

- your personal data processed;
- the purpose of processing;
- the duration of data processing;
- your rights regarding data processing;
- the right to lodge a complaint with the Hungarian National Authority for Data Protection and Freedom of Information ('Data Protection Authority').

**2. Right to request a copy.** Pursuant to Article 15(3) and (4) of the GDPR, you may request a copy of your personal data processed by NTPS Plc. In this event, NTPS Plc. sends your personal data processed by it to the address (e-mail, postal address) specified by you. In compliance with the provisions of the Consumer Protection Act, NTPS Plc. provides you access, at your request, to listen to the voice recording at its customer service office free of charge within 30 days, and provides a copy of the voice recording once per recording. If your request, NTPS Plc. makes available the copy of the voice recording electronically. You may exercise these rights in combination or separately. The only condition for the release of the voice recording is your identification by NTPS Plc. NTPS Plc. is required to inform you about its obligation relating to the making, retention and making available of the voice recording as well as the individual identification number at the start of the case handling procedure over the telephone.

**3. Right to rectification.** Pursuant to Article 16 of the GDPR, we modify or clarify your personal data in accordance with your request.

**4. Right to erasure.** You may request the erasure of your personal data if the object of processing as defined in this notice has been achieved or if the data processing was unlawful.

**5. Right to restriction.** You may request the restriction of processing in the following cases:

- if you contest the accuracy of personal data, we restrict their processing until NTPS Plc. verifies the accuracy of such personal data;
- the processing is unlawful and you oppose the erasure of the personal data and request the restriction of their use instead;

- NTPS Plc. no longer needs the personal data, but they are required by you for the establishment, exercise or defence of legal claims;

In the request for the restriction of data processing you also need to specify the reason for such request. NTPS Plc. honours your request for the restriction of processing by storing personal data separately from all other personal data. For instance, sets of electronic data are saved to external media, while paper-based files are stored in separate folders.

**6. Common rules for the exercise of rights.** NTPS Plc. will act upon your request within a month, which period may be extended by a maximum of two months.

If your request is denied, NTPS Plc. will inform you, within one month of the receipt of your request, about the reasons for such denial and about your ability to file a complaint with the Data Protection Authority and to seek judicial remedy.

NTPS Plc. reserves the right, in the event it has reasonable doubts concerning the identity of the natural person making the request, to request the provision of additional information necessary to confirm the identity of the data subject. Such instances include in particular if the data subject makes use of his right to request a copy, in which case it is appropriate for NTPS Plc. to ascertain that the request originates from the data subject.

## **VI. Enforcement options**

If you consider that the data processing by NTPS Plc. has not complied with legislative requirements, you may initiate a proceeding with the Data Protection Authority (postal address: H-1363 Budapest, Pf. 9., e-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)).

Furthermore, you have the right to initiate court proceedings regarding the data processing practices of NTPS Plc. You may initiate such proceedings, at your discretion, at the court competent at your place of residence or place of stay.

Place and date: Budapest, December 1, 2020

**National Toll Payment Services Plc.**