

PRIVACY POLICY

Cookie information sheet

Applicable from 07.06.2024

In compliance with the Act CXII of 2011 on the Right of Informational Self-Determination and on Freedom of Information and the Regulation (EU) 2016/679 of the European Parliament and of the Council 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), we hereby inform you about the processing of personal data provided by you:

1. Data controller

Name of data controller:		Terendo Hungary Kft.
Address of data controller:		1156 Budapest Páskomliget utca 31. 6. em. 24
Contact details of data controller:	e-mail	info@terendo.com
	telephone	+36307588809
	website	www.terendo.com

Functional cookies

2/1. Data processed

Scope of data processing, purpose and legal basis for data processing, duration (storage) of data processing

Personal data	Purpose of data processing	The legal basis for processing data	Duration (storage) of data processing:
Cookie ID IP address	Ensuring the basic functioning of the website	Legitimate interest - GDPR Article 6 (1) Paragraph f)	Temporary cookies - they remain on the user's device for the duration of the given browsing session, after which they are deleted. Persistent cookies - they remain on the user's device until they are manually deleted. (data subject can find out about the exact expiry date of each cookie in the browsing data)

Related legislation

Does profiling occur during data processing?

Answer	Short, understandable description of profiling
No	---

Does automated decision-making occur during data processing?

Answer	Short, understandable description of automation
No	---

If yes, the data subject has the right to request for manual, human intervention.

Source of processed personal data:

Data subject

Data will be transmitted to:

Category	Name of the company, address of headquarters, business activity
Data processors (performing technical tasks related to data processing)	EZIT Kft., 18-21 Victor Hugo street, 1132 Budapest Website operator and domain provider Automatic Inc. Wordpress 60 29th St Ste PMB343, San Francisco, CA 94110, USA Wordpress operator
Recipients	

Data transmission to a third (non-EU) country

Name of the company, place of transmission, guarantee of transmission, purpose of transmission
Automatic Inc. Wordpress, USA, Privacy Policy Data Privacy Framework, https://hu.wordpress.org/about/privacy/ https://automattic.com/privacy/ https://www.dataprivacyframework.gov/list , Data storage

Joint data processing occurs:

Answer	Name of joint data controller, its headquarters
No	

Access to data and security measures:

Restriction of access	Only data controller and competent employees have access to the managed data in order to perform their duties. This is ensured by authorization management.
Data security measures	Paper-based documents are stored locked. In case of computer storage, devices used have a firewall, virus protection and password protection. In addition, the used software and applications can be accessed by entering a password, if possible with two-factor authentication. The devices used have the basic security settings and functions. The stored paper-based and electronic data are also protected by physical measures. Unauthorized persons cannot enter the office. The company operates a camera system for site security.

Rights of the data subject:

Rights of data subject based on legal basis and their explanations
<p><i>Right to information</i> - Data Subject shall have the right to find out the way personal data is handled before data processing begins</p> <p><i>Right to rectification</i> - Data Subject is entitled to request the correction of his/her personal data if stored data by data controller do not correspond to reality and he/she can prove it.</p> <p><i>Right of access</i> – Data Subject shall have the right to request for personal data stored about him/her from the data controller.</p> <p><i>Right to object</i> - If the legal basis is based on a legitimate interest or public authority, the data subject may object to the processing of his/her personal data, however objection does not mean the immediate deletion of data.</p> <p><i>Right to restriction of processing</i> – Data Subject shall have the right to request for suspension of personal data processing for the period of investigation if he/she does not consider the data controller entitled.</p> <p><i>Right to data portability</i> - Data Subject shall have the right to receive the personal data concerning him or her in a structured, digital form.</p> <p><i>Right to review of automated individual decision-making</i> - Data Subject may have the right to request for manual review of all data processing where data controller has applied automated decision-making with legal effect on data subject.</p>

Performance and marketing cookies

2/2. Data processed

Scope of data processing, purpose and legal basis for data processing, duration (storage) of data processing

Personal data	Purpose of data processing	The legal basis for processing data	Duration (storage) of data processing:
Cookie ID IP address	Analysis of website usage habits of visitors, for using this data during advertising and marketing activities	Az érintett hozzájárulása - Consent of the data subject - GDPR Article 6 (1) Paragraph a)	Temporary cookies - they remain on the user's device for the duration of the given browsing session, after which they are deleted. Persistent cookies - they remain on the user's device until they are manually deleted. (data subject can find out about the exact expiry date of each cookie in the browsing data)

Related legislation

Does profiling occur during data processing?

Answer	Short, understandable description of profiling
No	---

Does automated decision-making occur during data processing?

Answer	Short, understandable description of automation
No	---

If yes, the data subject has the right to request for manual, human intervention.

Source of processed personal data:

Data subject

Data will be transmitted to:

Category	Name of the company, address of headquarters, business activity
Data processors (performing technical tasks related to data processing)	Google Analytics (Alphabet Inc.) 1600 Amphitheatre Parkway in Mountain View, California, USA. Website analytics EZIT Kft., 18-21 Victor Hugo street, 1132 Budapest. Website operator and domain provider Microsoft Clarity and Microsoft Advertising (Microsoft Corporation), One Microsoft Way, Redmond, WA 98052, USA. Website analytics, behavioral metrics, heatmaps, session replay, marketing and advertising performance measurement
Recipients	

Data transmission to a third (non-EU) country

Name of the company, place of transmission, guarantee of transmission, purpose of transmission
Google Analytics (Alphabet Inc.), USA, Terms, https://policies.google.com/terms?hl=en , data storage Microsoft Corporation, USA, Microsoft Privacy Statement, https://www.microsoft.com/en-us/privacy/privacystatement , website analytics, heatmaps, session replay, marketing and advertising performance measurement

Joint data processing occurs:

Answer	Name of joint data controller, its headquarters
No	---

Access to data and security measures:

Restriction of access	Only data controller and competent employees have access to the managed data in order to perform their duties. This is ensured by authorization management.
Data security measures	Paper-based documents are stored locked. In case of computer storage, devices used have a firewall, virus protection and password protection. In addition, the used software and applications can be accessed by entering a password, if possible with two-factor authentication. The devices used have the basic security settings and functions. The stored paper-based and electronic data are also protected by physical measures. Unauthorized persons cannot enter the office. The company operates a camera system for site security.

Rights of the data subject:

Rights of data subject based on legal basis and their explanations

Right to information - Data Subject shall have the right to find out the way personal data is handled before data processing begins

Right to rectification - Data Subject is entitled to request the correction of his/her personal data if stored data by data controller do not correspond to reality and he/she can prove it.

Right of access – Data Subject shall have the right to request for personal data stored about him/her from the data controller.

Right to erasure (“right to be forgotten”) - Data Subject is entitled to request for permanent deletion of his/her data, unless data processing is based on the fulfillment of a contract, fulfillment of a legal obligation or in the exercise of an official authority vested in the controller.

Right to withdrawal of consent - If data processing is based on consent, Data Subject may withdraw consent previously given at any time. Acceptance of withdrawal request may also mean deletion of data but if another legal basis supports data processing, data processing will only end in relation to the specific data processing purpose.

Right to restriction of processing – Data Subject shall have the right to request for suspension of personal data processing for the period of investigation if he/she does not consider the data controller entitled.

Right to data portability - Data Subject shall have the right to receive the personal data concerning him or her in a structured, digital form.

Right to review of automated individual decision-making - Data Subject may have the right to request for manual review of all data processing where data controller has applied automated decision-making with legal effect on data subject.

3. Applied cookies

Name of the cookie	Type of the cookie	Cookie provider	Duration of data processing	Purpose of cookie
cookie_notice_accepted	required for operation	terendo.com	1 month	pop-up window to inform visitors about the use of cookies
wp-wpml_current_language	required for operation	Wordpress	expiry of the worksession	stores the current language of the WordPress admin area
mailerlite:forms:shown:120229181709616716	required for operation	terendo.com	1 week	it is used to improve the operation of the website, storing Hotjar's unique user ID in the browser
_ga	analytical	Google	13 months	collection of information about user visits (anonymous statistics), development of services, high-quality service to visitors
_ga_K9ZQLN2WJ6	analytical	Google	13 months	improving website performance and optimizing user experience
_hjSessionUser_4964498	analytical	terendo.com/HotJar	1 year	it is used to improve the operation of the website, storing Hotjar's unique user ID in the browser
_hjSession_4964498	analytical	terendo.com/HotJar	1 year	it is used to improve the operation of the website, storing Hotjar's unique user ID in the browser
_clck	analytical	Microsoft Clarity	1 year	stores the Clarity user ID and settings so that returning visits can be linked to the same user
_clsk	analytical	Microsoft Clarity	1 day	links multiple page views into a single Clarity session recording
_uetvid	marketing	Microsoft Advertising	390 days	visitor ID for conversion and ad performance measurement

What does „cookie” stand for?

Cookies are small files containing letters and numbers, punctuation and other technical characters that are stored on your device (computer, mobile phone, tablet, smart TV, etc.) when you visit certain websites. These are IT data that help the use of websites, which are sent by the web server to the user's browser, are stored on the user's device, and are returned by the browser to the server with every request directed to it. Cookies do not contain executable files, viruses, spyware programs, and do not access the user's hard drive data.

Cookies usually contain: domain name, what it is valid for, the storage period and the stored value. It enables the recognition of the user's device and browser, thus the appearance of content adapted to the visitor's needs, as well as the basic browsing functions, - e.g. ensuring connected sessions. In addition to the user's anonymity, they cookies support the creation of attendance statistics.

We do not store personally identifiable information in cookies, but in order to improve the user experience, we use encrypted information deriving from them. For example, they help us to identify and resolve errors or to determine the range of interesting, related products that we would like to draw your attention to while browsing our website.

Cookies which are essential for the operation of the website, as well as cookies that support anonymous attendance statistics, are already loaded during the first visit. The user cannot influence this.

Cookies applied to improve the user experience and for marketing activities are only loaded after consent can be given in the cookie notification "box". This consent can be revoked at any time by using the link in the browser or in the footer of the website, or by deleting "cookieconsent_status".

We work with Microsoft Clarity and Microsoft Advertising to capture how you use and interact with our website through behavioral metrics, heatmaps, and session replay. This helps us improve and market our products and services. Website usage data is collected using first- and third-party cookies and other tracking technologies to determine the popularity of our products and services and how online activity takes place. In addition, we use this information for website optimization, fraud and security prevention, and advertising purposes. For more information about how Microsoft collects and uses data, please review the Microsoft Privacy Statement.

If you later contact us via a form - with your express consent - on a website where we use cookies, we may learn the data of your website visits after the form has been blocked with the help of these cookies. This is done to improve the user experience.

If you have accepted the cookie information on our websites, the information will not appear again until you delete the "cookieconsent_status" cookie using the link in the browser or the footer of the website.

If you decide to limit, block or delete cookies used by a website, you can do so using your browser. Since every browser is different, you can find information about changing the settings related to cookies in the Help menu of the program you are using (or from the user manual of your mobile phone).

4. Exercise of rights of data subject

If data subject has submitted a request to the data controller related to exercising of his/her rights described in point 3, the data controller shall respond without delay and at the latest within one month of receipt of the request, and also shall inform data subject regarding the measures taken in case of his/her request. If it is necessary, this deadline can be extended by another two months.

If the controller does not take action on the request of the data subject, the controller shall inform the data subject without delay and at the latest within one month of receipt of the request of the reasons for not taking action and on the possibility of lodging a complaint with a supervisory authority and seeking a judicial remedy.

5. Filing a complaint

The data subject shall have the right to lodge a complaint with a supervisory authority:

Name	National Authority for Data Protection and Freedom of Information (NAIH)
Seat	9-11 Falk Miksa road, H-1055 Budapest

Postal address	Mailbox 9., H-1363 Budapest
Email	ugyfelszolgalat@naih.hu
Phone	+36 (1) 391-1400
Fax	+36 (1) 391-1410
Website	http://naih.hu

6. Judicial remedy

Provisions for the judicial remedy are included in the Act CXII of 2011 on the Right of Informational Self- Determination and on Freedom of Information.

The data subject may apply to the court against the data controller in order to protect his/her data if he/she thinks that the data controller has violated the regulations of processing his/her personal data. The lawsuit may be initiated by data subject at the competent court based on his/her residence or temporary residence– according to his/her choice. During the lawsuit a person who does not have any legal capacity can be a party concerned as well. The data protection authority can intervene in the lawsuit in order to win the case for data subject.

Any person who has suffered material or non-material damage as a result of an infringement of this Regulation shall have the right to receive compensation from the controller or processor for the damage suffered. A controller or processor shall be exempt from liability if it proves that it is not in any way responsible for the event giving rise to the damage.