

Privacy Policy

1. INTRODUCTION

The purpose of this Privacy Notice is to ensure the protection of the personal data of visitors and customers (hereinafter: **Data Subjects**) of the www.vetriscience.eu online store operated by Derma Balance Kft. (hereinafter: **Data Controller**), and to provide information on the principles, purposes, and legal bases of data processing, as well as the rights of Data Subjects.

The Data Controller acknowledges the content of this legal notice as binding and undertakes to ensure that all data processing activities related to its services comply with the provisions set out in this Notice, the applicable national legislation, and the legal acts of the European Union — in particular the General Data Protection Regulation (GDPR).

2. DETAILS OF THE DATA CONTROLLER

Company name: **Derma Balance Kft.**
Registered seat: **1096 Budapest, Haller utca 2., Hungary**
Company registration number: **01 09 425587**
Tax number: **32466100-2-43**
E-mail: **info@vetriscience.eu**
Website: **www.vetriscience.eu**

3. LEGAL BASIS AND PURPOSE OF DATA PROCESSING

3.1. Online store orders and fulfilment

Processed data:

Name, shipping address, billing address, e-mail address, telephone number.

Purpose of processing:

Recording the order, fulfilling the contract, delivering the products, maintaining contact with the customer, issuing accounting documents (invoice).

Legal basis:

Article 6(1)(b) of Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) – processing is necessary for the performance of a contract.

Retention period:

8 years for invoices, pursuant to Section 169(2) of Act C of 2000 on Accounting.

3.2. Contact (E-mail, Customer Service)

Processed data:

Name, e-mail address, subject and content of the message.

Purpose of processing:

Responding to the Data Subject's enquiries, handling complaints.

Legal basis:

The Data Subject's voluntary consent (GDPR Article 6(1)(a)).

Retention period:

Until the withdrawal of consent or until the matter has been fully resolved.

4. DATA PROCESSORS (DATA TRANSFERS)

In order to perform its services, the Data Controller uses data processors.

Data transferred to data processors may only be used for the purpose of fulfilling the contract and may not be used for any other purpose.

4.1. Hosting provider

Name: UNAS Online Kft.

Activity: Providing the IT infrastructure of the online store; database hosting.

4.2. Shipping and logistics

Name: GLS General Logistics Systems Hungary Csomag-Logisztikai Kft.

Registered seat: 2351 Alsónémedi, GLS Európa u. 2.

Activity: Parcel delivery and courier services.

Transferred data: Name, shipping address, telephone number, e-mail address.

4.3. Online payment processing

Name: Stripe, Inc.

Activity: Providing online credit card payment services.

Data processing: The Data Controller does **not** access or store credit card data.

Customers enter their card details directly into Stripe's encrypted payment system.

4.4. Accounting

Activity: Bookkeeping and statutory retention of paper-based invoices and accounting documents.

5. DATA SECURITY

The Data Controller implements appropriate technical and organisational measures to ensure an adequate level of data security and to protect personal data against unauthorised access, alteration, transmission, disclosure, deletion, or destruction.

6. RIGHTS OF DATA SUBJECTS

The Data Subject may, at any time, request the Data Controller to:

- provide information regarding the processing of their personal data,
- rectify their personal data,
- delete or block their personal data (except in cases of mandatory data processing),

- restrict the processing of their personal data,
- and may object to the processing of their personal data.
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Requests must be submitted to **info@vetriscience.eu** or sent by post to the registered seat of the Data Controller. The Data Controller shall provide information on the request **within 30 days** of its submission.

7. REMEDIES

If the Data Subject believes that their personal data has been processed unlawfully or their rights have been infringed, they may lodge a complaint with the **Hungarian National Authority for Data Protection and Freedom of Information (NAIH)** or seek judicial remedy.

Hungarian National Authority for Data Protection and Freedom of Information

Registered seat: **1055 Budapest, Falk Miksa utca 9-11.**

Mailing address: **1363 Budapest, P.O. Box 9.**

Telephone: **+36 (1) 391-1400**

E-mail: **ugyfelszolgalat@naih.hu**

Website: **<http://naih.hu>**

8. USE OF COOKIES

The website uses cookies to enhance the user experience. Detailed information about the types of cookies used and the settings available can be found in the cookie notice displayed when visiting the website, as well as in the settings of the user's browser.