

## **INFORMATION ABOUT DATA AND CUSTOMER COMPLAINT MANAGING OF THE MULTI ALARM CO**

Multi Alarm Co. (seat in Fátyolka u. 8, 1106 Budapest, registered under: 01-10-0443636, tax number: 11365073-2-42; see furthermore as provider), before starting proceeding data and complaint managing, informs hereby all who it concerns according to the present information sheet about all facts regarding customer data managing and the art and way of customer complaint handling.

### **DATA MANAGING**

All data, which provider has been made familiar with during his activity, will be managed according to act CXII 2011 about freedom of information and information self-determination right, further to act CXXXIII 2005 about personal and property protection and prescriptions of private investigation (see furthermore as SzVMt), further according to legal prescriptions of particular services. During its activity, provider has to take special care about taking measurements for safe and confidential managing of data, and to provide the technical and organisation arrangements, to protect data from being published, erased or destroyed, furthermore damaged or accidentally destroyed.

During its activity, provider manages the personal data, which he has been given by Customer, or by any natural person identified or identifiable by his own personal data and affected by the data management. Therefore, data managing activity of provider is based upon voluntary agree of the affected party and legal prescriptions.

By signing the service contract of provider, Customer has entitled provider, to manage his data of personal and other nature according to the prescriptions of the present information sheet, and to handover data to persons defined in the present information sheet.

Provider presumes that Customer may be entitled to manage personal data of third person. These have to be made familiar with Provider, and Customer has to own the agreement of third person, that their data can be handed over to Provider for data managing purpose (for example adding phone number of contact persons in the service contract). This statement of customer will be not checked by Provider, therefore Customer has to accept that for case of false statement content he is obliged to take over all damages caused by this!

### **I. Aim of Provider's data managing activity**

- to enter and to fulfil service contract for remote monitoring services with Customer, to fulfil orders given by Customer as contract party, to modify and cease the service contract;
- Contacting Customer;
- Invoicing, collecting of service fees and service costs;
- Managing of eventual customer complaints.

### **II. Data managed by Provider**

#### **1. Data with regard to property remote monitoring services**

- a Personal data for identifying natural persons: name, birth name, residence, birth date and place, birth name of the mother; data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;

- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- for case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider.

Data needed to remote monitoring services:

- Data affecting the object: address, object type, eventually phone number on the spot;
- Data affecting the local property protection system: type, art of the alarm device, phone number, transmission channel, zone dispatching, function modus of the GSM device, if any;
- art and content of subscribed basic and/or additional services, net and gross price of their service fee;
- Name of contact persons, their access code number, phone numbers, passwords, password levels, events assigned to notification;
- other passwords delivered by Customer;
- E-mail address to particular additional services, data for arming and disarming of the local property protection system
- requests for controlling of the local property protection system;
- All data, which are necessary to fulfil the service contract, or which Provider has been made familiar with during its activity.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt.

## **2. Data managed with regard to the remote monitoring of fire alarm systems**

- All data for identifying natural persons: name, birth name, residence address, birth place and date, mother's birth name;
- data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;
- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- for case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider

Data needed to remote monitoring of fire alarm systems:

- Data affecting the object: address, object type, eventually phone number or telefax number on the spot;
- Data affecting the local property protection system: type, art of the alarm device, phone number, transmission channel, zone dispatching, function modus of the GSM device, if any;
- art and content of subscribed basic and/or additional services, net and gross price of their service fee;
- Name of contact persons, their access code number, phone numbers, passwords, password levels, events assigned to notification;
- other passwords delivered by Customer;

- E-mail address to particular additional services, data for arming and disarming of the local property protection system;
- requests for controlling of the local property protection system;
- Name of the object emitting fire alarm signal, its destination, fire danger classification, building floors above and underground, maximal amount of persons being in the object;
- Name, phone number, telefax number and e-mail address of contact persons;
- contact persons for fire-fighting events, his phone number and e-mail address;
- Phone number and time of accessibility of reception or dispatcher service;
- Accessibility of the object;
- Number and name of the fire zone,
- Defining danger factors, circumstances supporting fire-fighting, circumstances complicating fire-fighting, place of public utility blockers, zoning modus, resources of fire-fighting, place of external water sources for fire-fighting
- necessity of automatic signal transmission to the news service centre of the fire-fighters,
- all kind of data, which are necessary to fulfil the service contract, or which Provider has been made familiar with during its activity.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt, furthermore §139 of the ministerial order 28/2011. BM (IX. 6.) about legal prescription of fire protection.

### **3. Data managed with regard to remote monitoring services of elevators**

- All data for identifying natural persons: name, birth name, residence address, birth place and date, mother's birth name;
- data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;
- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- for case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider

Data needed to remote monitoring services:

- Data affecting the object: place of installation
- Type and content of subscribed basic or additional service, net and gross amount of their service fee;
- name, phone number of contact persons (rescue team, operator, lift maintainer, alarm alert professional), and notification time space
- Art of measurements taken to alarm signal
- All kind of data, which are necessary to fulfil the service contract, or which Provider has been made familiar with during its activity.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt, furthermore §19 (1) c) of government order 146/2014 (V.5.) about elevators, moving stairs and speedwalks.

#### 4. Data managed with regard to vehicle remote tracking services

- All data for identifying natural persons: name, birth name, residence address, birth place and date, mother's birth name;
- Data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;
- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- For case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider

Data needed to remote tracking services:

- Data of the vehicle: registry plate, chassis number, producer, type, colour;
- Type and content of the subscribed basic or additional service, their net and gross service fee amount
- Defining of the service area;
- Name of contact persons, their access code number, phone numbers, passwords, password levels, events assigned to notification;
- Other passwords delivered by Customer;
- All kind of data, which are necessary to fulfil the service contract, or which Provider has been made familiar with during its activity.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt

#### 5. Data managed with regard to road toll declaration

- All data for identifying natural persons: name, birth name, residence address, birth place and date, mother's birth name;
- data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;
- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- For case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider.

Data needed to remote tracking services:

- Data of the vehicle: registry plate, chassis number, producer, type, colour, nationality mark;
- Type and content of the subscribed basic or additional service, their net and gross service fee amount
- Name of contact persons, their access code number, phone numbers, passwords, password levels, events assigned to notification;
- Other passwords delivered by Customer;
- All kind of data, which are necessary to fulfil the service contract, or which Provider has been made familiar with during its activity.

Legal ground of data managing: voluntary agreement customer, further § 6 (8) of legal act LXVII 2013 about road toll on highways and state roads, further §17 of the government order 209/2013 (VI.18) about the execution of the legal act mentioned above.

## **6. Data managed with regard to operation of video surveillance systems located in houses**

- Data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;
- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- Frequency of maintenance cycles, type of systems to maintain.
- For case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt, §25 of the act CXXXIII 2003 about townhouses, further § 14A of act CXV 2004 about housing cooperative associations.

## **7. Data managed with regard to medical emergency call services**

- All data for identifying natural persons: name, birth name, residence address, birth place and date, mother's birth name, social insurance number;
- Data for identifying legal persons or not incorporate associations: firm name, firm registry number, tax number, bank account number, name of the representative, e-mail address, phone number, financial adviser, his phone number and e-mail address;
- Data of medical status of natural person: known illnesses, medicaments given, eventual allergy for medicaments, cooperative ability, name of medical attendant, name of police district deputy, availability, name of neighbour, his address, availability, complication, options of access to the apartment, name of contact persons/organizations for case of necessity of measurements to take
- Data of contacting customers: phone number and e-mail address of customer;
- Data of invoicing: name, residence, postal address of bill payer, name, phone number, e-mail address of financial adviser, e-mail address for electronic bill receiving, payment art, payment frequency, payment due;

- Data of service fee payment and payments past due: bill number, title, due, amounts of debts past due and before due;
- Data of starting, duration, ceasing, of the legal relationship, furthermore data of their modification and the title of the contracting;
- For case of loyalty contract, loyalty time subscribed by Customer, amount of discounts granted by Provider.

Legal ground of data managing: voluntary agreement customer, further § 15 (1) and § 23 of SzVMt,

### **III. Data managing**

1. Provider has to record service contracts of defined nature according to § 15 of SzVMt, the records may be examined by the police or other authorities defined by law, further – with regard to data affecting themselves – all affected parties.

2. By signing the service contract, customer entitles Provider, to handover his personal data – as far as necessary – to

- the Wasco Trade Kft. (9090 Pannonhalma, Ady u. 10.) as data processing professional for preparing, enveloping, posting of bills;
- Creditexpress Magyarország Kft. (1146 Budapest, Hungária krt. 179-187.), and / or a Credit Forte Kft. (1147 Budapest, Fűrész u. 106.) as debt collector professionals, to manage outstanding debts of customer.
- By signing the service contract, Customer agrees and accepts that, for case of debts to Provider, which haven't been repaid until date defined in the payment reminder letter, provider is entitled, to call debts collectors and to handover them all customer data necessary for debts collection.

3. Storage of data: All documents proofing account data, data stored in computers, so especially individual service contracts, their modifications, documents proofing contract solving, bills etc. will be stored according to the prescriptions of §169 (2) of legal act C 2000 about accounting.

#### Recording of phone calls

By signing the service contract, Customer agrees that Provider is entitled to record all phone calls, to enable retrieving of orders given by customer or his contact persons, to provide personal and property safety, and to control service quality, and to store them not longer than 6 months after contract expiration.

#### Storage of signals detected in the remote monitoring centre

By signing the service contract, Customer agrees that Provider is entitled, to store signals detected in the remote monitoring centre of Provider, to control contract fulfilling, and to provide personal and property safety not longer than 6 months after contract expiration.

### **IV. Rights and remedy of affected persons with regard to the data managing**

Affected persons are entitled to require information about the management of their personal data, further to demand correcting of personal data, or to require to erase or to lock up them - except obligatory data managing – at [adatkezeles@multialarm.hu](mailto:adatkezeles@multialarm.hu) or postal to 1399 Budapest, Pf.: 694. Provider is obliged to give the information as soon as possible, but latest within 30 days after receiving the request.

If incorrect personal data were stored, they will be corrected by customer, if the correct data has been delivered.

Personal data will be erased by Provider,

- if its management is tortious it will be demanded by the affected person
- the data is incomplete or incorrect, and this status cannot be corrected, but under the condition, that erasing is not forbidden by law,
- the purpose of the data managing has been ceased, or the storage time defined by law has been expired,
- it was ordered by court or the National Board for Data Protection and Information Freedom.

Instead of erasing, Personal data, which have to be erased, will be locked up by the Provider, if it has been requested by the affected person, or if based upon information available it can be presumed, that data erasing might violate the personal interests of the affected person. Data locked up this way can be managed as long as there is a purpose of the data managing aim, which had excluded the erasing of the personal data.

The affected person can exclaim against managing of his personal data,

- if the managing of his personal data is only necessary to fulfil a legal obligation, or to achieve legal interests of the data manager, the data receiver or third person, except the cases of obligatory data managing
- if the use or handover of a personal data has been made for direct marketing, survey or scientific research purpose, and
- in any other cases defined by law.

Any claims against the data managing can be submitted at the e-mail address defined above or as postal letter. All claims will be examined by Provider within 15 days after their submission, and affected person will be informed about Provider's decision in written form. Does the affected person not agree with the decision made, or the data manager does not make any decision until the deadline defined above, affected person is entitled, to appeal to law within 30 days after last day of the deadline, or after he has been told the decision.

Persons affected by personal data managing are entitled to come to know, what kind of data managing he was subject of. Provider has to give information about data recorded and stored by him beyond affected persons by data managing on demand to all authorized persons or institutions defined by law. Beyond data service obligation defined by law or by written agreement of the affected person, Provider does not give any information to anyone about personal data of affected person managed by him.

Provider is obliged, to handover Customer's personal data and to connect diverse data bases only for case, if Customer has agreed to, or if he is entitled law to do it, and if the legal conditions of data managing have been fulfilled with regard to all personal data.

Provider will not make public personal data managed by him, except, if it is prescribed by law.

## **V. Erase of personal data**

If it is not defined differently by law, all recorded, stored personal data, which Provider has been made familiar with during his activity, will be erased latest in six months after the purpose of data use has been fulfilled, or if the data is not more necessary to fulfil the contract conditions, or it does not fit them, the personal data will be erased either immediately after the statement of these circumstances or latest in six months after the contract has been expired.

But Provider does not erase even after six months that data, which are affected by a proceeding being processed, such like customer complaints or judicial proceedings. These data will be erased without any hesitation after completion of the proceedings or - if the necessity of the data expires before the completion of them – during them.

## **VI. Remedy**

If any rights of affected persons will be violated, they are entitled to appeal to law at the Capitol City Court (Fővárosi Törvényszék, 1055 Budapest, Markó u. 27.), or after their choice to the competent court of their residence.

If any rights of managing of personal data have been violated, or there is an imminent danger to violate them, affected persons are entitled to apply to law and to ask for investigation at the National Board for Data Protection and Information Freedom (Nemzeti Adatvédelmi és Információszabadság Hatóság, postal address: 1530 Budapest, Pf.: 5.). Please find more information about it at [www.naih.hu](http://www.naih.hu).

### **MANAGING OF CUSTOMER COMPLAINTS**

Any claims with regard to Provider's activity, proceedings, will be received at the Customer Service by phone or e-mail. Office hours and availability of the particular customer service points are published on Provider's internet site ([www.multialarm.hu](http://www.multialarm.hu)).

Any verbal complaints will be examined and investigated as soon as possible. If it's not possible, furthermore for case of claims submitted in written form, the investigation and the written reply of the complaint has to be completed within 30 days after it has been received.

If the complaint has been rejected, Customer is entitled to appeal to an Arbitration Board. If there is no competent arbitrary or mediation instance in Customer's residence, he is entitled to appeal to Provider's competent Arbitration Board (Budapesti Kereskedelmi és Iparkamara mellett működő Budapesti Békéltető Testület, address: 1016 Budapest, Krisztina krt. 99.), to ask for initializing proceeding.

Multi Alarm Co.