

Reference number: ..... **RECORD**  
**on handling consumer quality complaints**



According to Decree 19/2014 of 29 April 2014 of the Minister for National Economy on the tre  
 guarantee claims for articles sold in the framework of a contract between consumers and businesses

<b>Name of consumer/purchaser:</b>			
<b>Postal address of consumer/purchaser:</b>			
<b>Identification data and description of consumer article:</b>			
<b>Purchase price of consumer article:</b>			
<b>Serial number of invoice:</b>			
<b>Place and date of purchase:</b>			
<b>Date of failure reporting:</b>			
<b>Description of failure:</b>			
<b>Claim the consumer/purchaser wishes to assert (mark with an X)*:</b>			
Repair:	Replacement:	Discount:	Cancellation:
<b>Method for the settlement of the complaint:</b>			
<b>If the method for the settlement is different from the consumer/purchaser's claim, the reason therefor:</b>			
<i>If, at the time the complaint is lodged, the business cannot declare about the claim submitted by the consumer, it must give a notice to the consumer about its position within 5 working days, and in case the claim is rejected, about the reasons therefor and about the option of application to a conciliatory body.</i>			
<b>If the complaint is rejected, the reasons therefor:</b>			
<b>The time, at which the consumer/purchaser may collect the product:</b>			

*In case of consumer disputes, the consumer may request the proceedings before the conciliatory body attached to the county (metropolitan) chambers of trade and industry. The conciliatory body having competence based on the consumer's home address or place of residence shall conduct the procedure. In the absence of a home address or place of residence in the country, the jurisdiction of the conciliatory body is established according to the registered office of the business or the body authorised to represent it in the consumer dispute. The contact details of these bodies can be found at [www.bekeltetes.hu](http://www.bekeltetes.hu).*

Magyar Posta Zrt. processes the personal data recorded in the Record in accordance with the provisions of the Civil Code and Decree 19/2014 of 29 April 2014 of the Minister for National Economy for the purpose of enforcing the warranty/guarantee claim and handling the quality complaint.

I, the undersigned consumer/purchaser, hereby declare that I have on this day received a copy of this Record.

I, the undersigned distributor have accepted the consumer article referred to above, for the purpose of further action:

.....Day .....Month .....Year

.....  
 Consumer/purchaser

.....  
 Distributor

According to Section 6:159 (2) and (2a) and Section 6:173 (2) of the Hungarian Civil Code and pursuant to Government Decree 373/2021 of 30 June, the consumer can, on the basis of a claim for warranty and guarantee, choose from the following options:

**firstly**, he/she can claim repair or replacement, unless the fulfilment of the selected right for warranty is impossible, or if it would result in disproportionate extra charges – in comparison to the fulfilment of any other claim for warranty – for the business, by taking account of the value represented by the service in a faultless condition, the weight of contract violation and the prejudice to interest caused to the claimant by the fulfilment of the right for warranty, or

**secondly**, he/she can claim a proportionate reduction of the countervalue, or he/she can withdraw from the contract, especially if the business has not agreed with the repair or the replacement, it cannot meet this obligation within due time, by protecting the interests of the consumer, or if the consumer has no more interest in the repair or the replacement. No cancellation is possible for any insignificant failures.

The manner in which I have requested to settle the quality defective product referenced in the above record has been duly followed. I have received the product or its countervalue in full:

..... day ..... month 20.... year

.....  
 Signature of consumer/purchaser

## Privacy Notice

### 1. Who is the data processor?

Magyar Posta Zrt. (Registered office: 1138 Budapest, Dunavirág utca 2-6, Company reg. no.: 01-10-042463; Tax number: 10901232-2-44). Contact details of the data protection officer: [adatvedelem@posta.hu](mailto:adatvedelem@posta.hu)

### 2. What type of data do we process?

Magyar Posta Zrt. processes the data indicated in the Record, which it collects directly from you.

### 3. What authorises Magyar Posta to process data?

- The processing of data is necessary for the enforcement of the provisions of Sections 6:168 to 6:173 of Act V of 2013 on the Civil Code,
- and for the fulfilment of the legal obligations provided for in Decree 19/2014 of 29 April 2014 of the Minister for National Economy on the treatment of warranty and guarantee claims for articles sold in the framework of a contract between consumers and businesses [hereinafter: 'Decree of the Minister for National Economy']. [Article 6 (1) c) of the General Data Protection Regulation (EU) 2016/679]

### 4. For what purpose does Magyar Posta process data?

We process your data so that we can manage and settle your warranty/guarantee claims, quality complaints and contact you in this regard.

### 5. How long is your data processed?

Your data will be kept for a period of three (3) years from the date of the Record. [Section 4 (6) of the Decree of the Minister for National Economy] If data processing becomes necessary due to the establishment, exercise or defence of any legal claim (e.g. court proceedings), Magyar Posta processes the data, after the expiry of the 3 years, for the period necessary for the establishment, exercise or defence of the legal claims.

### 6. Who can have access to your data?

Your personal data may be disclosed to the employees of Magyar Posta Zrt. who prepare the records and handle your warranty/guarantee claims and quality complaints, and the customer service staff. There are special units dedicated to regularly checking Magyar Posta Zrt's internal operations and the compliance of its activities with regulations, thus the staff engaged in such controls (operations inspectors, internal auditors, security and protection staff, data protection officers) have access to these data provided this is essential for carrying out their duties.

In addition, the data contained in the Record may also be accessed by the supervisory authority pursuant to Section 4 of the Decree of the Minister for National Economy.

The data may also be accessed by organisations and persons authorised to do so by law in specific proceedings, such as law enforcement authorities (e.g. police, disaster management), prosecutors, courts, to the degree and to the extent strictly necessary and appropriate for the purpose of complying with their request or legal obligation.

### 7. Who do we share your data with (processors and other recipients)?

Magyar Posta Zrt. does not employ a data processor for processing data.

Magyar Posta destroys paper-based data upon the expiry of the retention period in compliance with the prescribed data protection requirements.

### 8. What are your rights?

You may exercise your rights concerning the processing of your data at any time, without restriction and free of charge, by submitting a request to the following contact details:

- Customer Service Directorate 3512 Miskolc, and
- via e-mail to [ugyfelszolgalat@posta.hu](mailto:ugyfelszolgalat@posta.hu), or
- on the +36-1/767-8282 phone number,
- directly at the postal outlet.

Magyar Posta Zrt. shall respond to your request without any undue delay, or by no later than within 1 month of the submission of the request. If the request is very complex or a large number of requests have been submitted, then Magyar Posta Zrt. is entitled to extend the deadline by an additional 2 months, but you shall be informed of this fact within 1 month.

If for any reason we are unable to fulfil your request, we will likewise inform you of the reasons for this within 1 month of the submission of the request.

For unfounded or repetitive or excessive requests referring to the same data we may calculate a performance fee or reject the request.

#### a. Requesting information (access)

Magyar Posta Zrt., upon a request for information on the processing of your data, provides you with the data processed and communicates all requested information relating to data processing, if so required, in writing. If your request does not specify the exact type of data you are interested in, we will provide information about the following:

- the purposes for which your data is processed,
- the types of data being processed,

- the persons we have disclosed or will disclose the data to,
- the duration of storing data,
- your rights exercisable in relation to the processing,
- the source of data,

**b. Requesting the rectification (change) of the data**

You may request that your data be rectified. This means that if the your data that Magyar Posta Zrt. processes are erroneous or untrue, you may request that they be changed for correct, true data. You must support the authenticity of the new data and verify that you are entitled to request the change. Only in this way can Magyar Posta Zrt. assess whether the new data are true and, if they are, whether the old data can be amended.

If it is unclear whether the data processed are correct or accurate, Magyar Posta Zrt. will not rectify the data, only restrict their processing until the correctness and accuracy of the data is established.

In the case of incomplete records, we also supplement the data we keep on you at your request if your data is necessary for the activity for which we use it.

**c. Restriction of processing**

You may request Magyar Posta Zrt. to restrict the processing of your data. In this case your data will not be used by us, only stored. We restrict the processing of your data if you

- contest the accuracy of data processed by us but the accuracy of your data still needs to be verified,
- object to the erasure of your data, and request their storage,
- request that your data is stored, as you intend to initiate a legal claim with them.

**d. Requesting erasure of the data, objecting to the processing and requesting data portability**

Given the fact that Magyar Posta Zrt. is obliged to process the data indicated in the Record on the basis of the Decree of the Minister for National Economy, you do not have the right to object, erasure or data portability.

**9. Where can you turn to protect your rights?**

We recommend that you first contact Magyar Posta Zrt with your complaint via the contact details provided in Section 8, in order for us to be able to address it. You can also turn to the National Authority for Data Protection and Freedom of Information (address: 1055 Budapest, Falk Miksa utca 9-11, postal address: 1363 Budapest, P. O. Box.: 9, e-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu). website: [naih.hu](http://naih.hu)) or to the competent court according to your permanent or temporary residence.