

Forhercare Webshop - Full Privacy Notice

20.03.2023

The purpose of this Privacy Notice is to describe what personal data we process about you and how we process them in connection with your use of the Webshop available at <https://lt.forhercare.com/> ("Webshop").

DATA CONTROLLER AND JOINT DATA PROCESSING	The data controller is Forhercare Kft. (registered office: 1091 Budapest, Üllői út 105., e-mail address: hello@lt.forhercare.com; "Forhercare" or "we").
PURPOSES OF THE PROCESSING OF PERSONAL DATA	<p>We may process your personal data for the following purposes in connection with the maintenance of the Webshop and the contract(s) we conclude with you:</p> <ul style="list-style-type: none"> • Fulfilling orders placed in the Webshop and concluding a sale and purchase contract: the purpose of the data processing is to enable you to order products available in our Webshop and for us to fulfil your order on the basis of the sale and purchase contract to be concluded between us. • Execution of payments: the purpose of the data processing is to enable Barion to process your data for the purpose of executing payments in the event that you wish to pay by bank card for the product(s) you have ordered. • Operation of the Webshop: in the course of the operation of the Webshop, we place and process data on your end-user device in accordance with the Webshop's notice on cookies and other technologies, for the purposes of providing information society services and preventing fraud and abuse. • Website analytics: we retain and evaluate data about your recent visits to our Webshop and, for analytical purposes, the way you have browsed through different parts of our Website, so we can understand how people use our Website and thereby make it even more practical for you to use. • Targeted advertising: we keep a record of your browsing history and use this information to offer you products that we think may be of interest to you. • Providing customer service: the processing of your data is necessary for us to be able to handle your request or complaint, as indicated in your enquiry, for which we rely on our legitimate interest as a legal basis. • Compliance with our invoicing, accounting and tax obligations: we process your personal data to ensure compliance with the applicable laws in order to fulfil our invoicing and accounting obligations relating to the performance of the contract we have concluded with you. • Compliance with consumer protection obligations: your data is processed to enable you to exercise your rights as a consumer and to ensure compliance with applicable consumer protection laws. • Establishment, exercise or defence of legal claims: data processing is carried out in order to exercise or defend our claims arising from the contract concluded with you or third parties' claims related to the operation of the Webshop, relying on our legitimate interest as a legal basis, and to provide information to the competent authorities and courts, when necessary. <p>Providing this information is voluntary, although in some cases we will not be able to fulfil your orders or respond to your requests or enquiries without this.</p>
TYPE OF PROCESSED PERSONAL DATA	<p>To achieve the purposes set out above, we process the following categories of personal data:</p> <ul style="list-style-type: none"> • Data related to ordering and shipping: your name, e-mail address, delivery address (country, city, postal code, street, house number), telephone number, delivery method chosen, name, price and quantity of the product(s) purchased, associated fees, costs, coupon code used, discount rate applied, and order ID. • Payment-related data: data related to the payment method (payment by bank card or cash on delivery), transaction amount, transaction type, transaction ID, transaction details, amount to be paid. • Invoicing data: your name, your address (country, city, postal code, street, house number), serial number of the invoice issued, invoice image data. • End-user data: data stored on local data storage devices and cookies on the user's device, including data related to browsing sessions and shopping habits. • Customer service data: the data of your request, enquiry or complaint.
LEGAL BASES FOR PROCESSING YOUR PERSONAL DATA	<p>We rely on various legal bases for processing your personal data:</p> <ul style="list-style-type: none"> • With your consent, we process your personal data on the basis of Article 6(1)(a) of the GDPR ("Consent"). • The performance of a contract concluded between us pursuant to Article 6(1)(b) of the GDPR ("Performance of a Contract") • To comply with our legal obligations under Article 6(1)(c) of the GDPR ("Compliance with a legal obligation") • Our or another third party's legitimate interest under Article 6(1)(f) of the GDPR ("Legitimate interest").

We process the following categories of personal data on the following legal bases for the following purposes:

Purpose of processing	Categories of personal data processed	Legal basis
Fulfilling orders placed in the Webshop and concluding a sale and purchase contract	<ul style="list-style-type: none"> Data related to ordering and delivery Payment details Invoicing data 	<ul style="list-style-type: none"> Performance of a Contract
Execution of payments	<ul style="list-style-type: none"> Data related to ordering and delivery Payment-related data 	<ul style="list-style-type: none"> Performance of a Contract in the case of cash on delivery and payment by bank card
Operation of the Webshop	<ul style="list-style-type: none"> End-user data 	<ul style="list-style-type: none"> Legitimate interest (with regard to cookies and other technologies necessary to run the Webshop)
Website analytics	<ul style="list-style-type: none"> End-user data 	<ul style="list-style-type: none"> Consent
Providing customer service	<ul style="list-style-type: none"> Customer service data Data related to ordering and delivery 	<ul style="list-style-type: none"> Performance of a Contract Legitimate interest
Compliance with our invoicing, tax and accounting obligations	<ul style="list-style-type: none"> Invoicing data 	<ul style="list-style-type: none"> Compliance with a legal obligation
Compliance with consumer protection obligations	<ul style="list-style-type: none"> Data related to ordering and delivery Payment-related data Customer service data 	<ul style="list-style-type: none"> Compliance with a legal obligation
Establishment, exercise or defence of legal claims	<ul style="list-style-type: none"> Data related to ordering and delivery Payment-related data Invoicing data End-user data Customer service data 	<ul style="list-style-type: none"> Legitimate interest

It is in our legitimate interest to maintain the operation of the Webshop, to satisfy our customers' needs in relation to products ordered or available for order in the Webshop, such as managing requests, questions and complaints, and to bring, enforce or defend our legal claims or third parties' legal claims in relation to products ordered by customers. This also includes making the personal data provided or, where necessary, your complaints, requests or inquiries available to our external service providers,

	<p>including lawyers, who will assist us in responding to and resolving your complaints, requests, (legal) claims or queries.</p> <p>For the essential operation of the Webshop, we have a legitimate interest in placing certain data related to the operation of the Webshop on your end-user device, given that the processing of such data is necessary for the operation of the Webshop and the exercise of our legitimate interest has priority over your right to dispose over your personal data as a data subject using the Webshop, since the restriction of rights is necessary and proportionate for the essential operation of the Webshop.</p> <p>As a visitor to and customer of the Webshop, you can reasonably expect that the processing of your personal data will be necessary to answer your questions and to settle and process your claims, and that we will process your personal data in connection with a contract to be concluded between us for the purpose of asserting, enforcing or defending legal claims or third-party claims or for the purpose of informing the authorities or courts in the event of a request by a public authority or court.</p> <p>If you have any further questions regarding the legitimate interests on which we rely as legal basis for processing, please contact us at hello@lt.forhercare.com</p>															
<p>PERIOD OF STORAGE OF YOUR PERSONAL DATA</p>	<p>In accordance with data protection legislation, we will process your personal data only for as long as you are a visitor to the Webshop and for as long as is necessary for the performance of the contract of sale and purchase concluded between us and for the purposes of the claims arising from the products ordered in the Webshop, and for as long as is necessary for the performance of our obligations stipulated by law and for the achievement of the purposes for which we collect the data.</p> <ul style="list-style-type: none"> • We will process data processed on the basis of your consent until your consent is withdrawn. • We will keep your customer service enquiry for three years. • For the purposes of the performance of the sale and purchase contract concluded with you, we will keep your personal data for the limitation period for civil law claims, i.e. six years. • The personal data processed for fulfilling accounting, invoicing and tax obligations will be kept for 5 years after the end of the financial year in which the chargeable event took place, in accordance with Tax Law and Accounting Act. • If official or judicial proceedings are instituted in connection with a contract concluded between us, we will continue to process your personal data for the duration of such proceedings, until their final conclusion. • We will retain end-user data until the date indicated in the Cookie Notice. 															
<p>RECIPIENT(S) OF DATA TRANSMISSION</p>	<p>Your personal data will only be accessed by our authorised employees and by our service provider business partners on a "need-to-know" basis.</p> <p>We will transfer your personal data to the following recipients or categories of recipients for the relevant purposes:</p> <ul style="list-style-type: none"> • Payment service provider: if you choose to pay online by bank card in the Webshop, your payment data will be transmitted to Barion Payment Zrt. for the purpose of executing the transaction. • Data processors: we may transfer your personal data to certain third parties in order to process the relevant data on our behalf in accordance with instructions that are appropriate for the purpose of the processing. These data processors are contractually obliged to implement appropriate technical and organisational measures to safeguard the personal data and to process the personal data only in accordance with the instructions. <p>Your personal data will be accessed on a need-to-know basis by the following service providers in connection with their activities:</p> <table border="1" data-bbox="501 1711 1433 2002"> <thead> <tr> <th>Data processor</th> <th>Registered office:</th> <th>Activities</th> </tr> </thead> <tbody> <tr> <td>KMAK Kelet-Magyarországi Adatközpont Kft.</td> <td>5071 Besenyszög, Táncsics Mihály út 10.</td> <td>Webshop hosting and operation</td> </tr> <tr> <td>WEBSHIPPY Magyarország Kft.</td> <td>2151 Fót, 0221/12.</td> <td>Storage and logistics services</td> </tr> <tr> <td>Factotum Invest Kft.</td> <td>8142 Úrhida, Szegefű utca 37.</td> <td>Provision of consumer protection officer's services</td> </tr> <tr> <td>KBOSS.hu Kft.</td> <td>1031 Budapest, Záhony utca 7.</td> <td>Issuance and storage of invoices</td> </tr> </tbody> </table>	Data processor	Registered office:	Activities	KMAK Kelet-Magyarországi Adatközpont Kft.	5071 Besenyszög, Táncsics Mihály út 10.	Webshop hosting and operation	WEBSHIPPY Magyarország Kft.	2151 Fót, 0221/12.	Storage and logistics services	Factotum Invest Kft.	8142 Úrhida, Szegefű utca 37.	Provision of consumer protection officer's services	KBOSS.hu Kft.	1031 Budapest, Záhony utca 7.	Issuance and storage of invoices
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	<ul style="list-style-type: none"> • Third parties: various entities that determine, individually or jointly with others, the purposes and means of the processing of personal data. Examples include lawyers, auditors and public authorities in Hungary.
INTERNATIONAL TRANSMISSION OF DATA	<p>We process your personal data in accordance with Polish data protection laws and transfer data within the European Economic Area ("EEA") and outside the EEA to the United States of America. When we transfer your personal data outside the EEA, we will take appropriate measures to ensure that your personal data are adequately protected, regardless of the country of the recipient of the transfer, in order to comply with our legal obligations. Such measures may include a data protection adequacy decision by the EU Commission or, for example, requiring and obtaining a contractual covenant from any third party with access to your personal data in order to ensure that your personal data are protected to at least the same level of protection as it would be within the EEA. For more information on these measures, please contact us at the hello@lt.forhercare.com e-mail address.</p>
YOUR RIGHTS	<p>In the case of consent-based data processing, you may freely withdraw your consent at any time and without restriction. Withdrawal of consent does not affect the lawfulness of consent-based data processing prior to its withdrawal.</p> <p>You have the following rights in relation to our data processing:</p> <ol style="list-style-type: none"> 1. Right to access: You have the right to obtain confirmation / feedback from us as to whether or not your personal data is currently being processed and, if it is, you have the right to access your personal data. The right to access covers, inter alia, the purposes of the processing, the categories of personal data processed and the recipients or categories of recipients to whom or which the personal data have been or will be disclosed. 2. Right to rectification: You have the right to request rectification of inaccurate personal data concerning you. 3. Right to object: <div data-bbox="501 1016 1434 1227" style="border: 1px solid black; padding: 5px;"> <p>You have the right to object to our processing of your personal data at any time on grounds relating to your particular situation, in which case you may instruct us to stop processing your personal data. Where you have the right to object and you exercise that right, we will no longer process your personal data for such purposes. There is no cost for exercising this right. This right does not apply to you, in particular where the processing of your personal data is necessary for pre-contractual measures or for the performance of a contract already concluded.</p> </div> 4. Right to restriction of data processing: You have the right to request the restriction of the processing of your personal data. 5. Right to erasure ("right to be forgotten"): You have the right to request the erasure of your personal data. 6. Right to data portability: You have the right to receive the personal data concerning you that you have provided to us in a structured, commonly used and machine-readable format and the right to transfer that personal data to another controller without our hindrance. <p>Right to complain: You can lodge a complaint with the President of the Personal Data Protection Office (Stawki 2, 00-193 Warsaw) if you have determined that the Controller, in processing your personal data, has violated the provisions of the GDPR or other relevant regulations concerning the protection of personal data.</p>