ANNEX 1.
DATA PROCESSING ACTIVITIES COVERED
BY THE GENERAL TERMS AND CONDITIONS

UPDATED ON 22 APRIL 2025.

1. DATA PROCESSING ACTIVITIES RELATED TO PARCEL DISPATCH AND PARCEL DELIVERY
1.1. GENERAL RULES

Data processing related to parcel delivery may differ depending on the service(s) ordered by the Sender from the Data Controller. the exact description of the services is available in the Data Controller's general business conditions.

Data processing related to delivery of parcels is a basic service provided by the Data Controller.

The additional services indicated in Annex 1 are the additional services available to the Client (Sender), therefore the data processing related thereto shall be performed only if the Client (the Sender) has ordered this additional service. For additional services, only the additional data processing that results from the nature of the additional service is indicated, and not the data processing defined as part of the basic service. That is, in such a case, the data processing rules specified for the home delivery and the specific additional service in question shall be applied together.

Pursuant to the provisions of the gbc, the Sender can order parcel dispatch in the manners and under the contracts listed below:

- as part of a long-term contract, or
- by parcel dispatch at a GLS ParcelShop or
- by placing an order on the www.ecsomag.hu website or
- by placing an order in the GLS Application

In relation to the three different types of contracts mentioned above

- the Sender may order different additional services – the detailed rules of which are set out in Annex 2 to the gbc;
- the parcel can be picked up in different ways (at an address, at a GLS ParcelShop or at a GLS ParcelLocker)
- delivery of the parcel may also take place in different ways (at an address, at a GLS Parcelshop or at a GLS ParcelLocker).

The data processing necessary for the delivery of a given parcel – particularly the scope of the data processed – is determined by the combination of the above three criteria. Section 1.2 details the data processing relevant to the service ordered for the parcel (including basic and additional services) and the data processing relevant to the pick-up of the parcel, while section 1.3 the data processing activities are distinguished in accordance with the method of receipt (address, GLS Parcelshop or GLS ParcelLocker).

1.2. DATA PROCESSING ACTIVITY RELATED TO PARCEL DISPATCH

The table below provides a summary overview of the data processing activities carried out by the Data Controller in relation to the acceptance of packages for each type of contract.

As the dispatch of the parcel is ordered by the sender, the Data Controller obtains the personal data necessary for the dispatch and delivery of the parcel primarily from the sender on the basis of one of the contracts referred to above. The sender also orders specific additional services in the manner set out in Annex 2 to the GBC, and therefore data processing other than the one relevant to the basic service is only and exclusively carried out in the case of an order for such additional services.

	Long-term contract	Dispatch at GLS Parcelshops	Service ordered on the https://ecsomag.hu website	Service ordered in the GLS Application
Purpose of the data processing	Performing the contract on postal services (delivering parcels) and the proof of delivery			

Legal basis of data processing	Performance of a Contract	Performance of a Contract	Performance of a Contract	Performance of a Contract
Scope of personal data processed				
Related to the Sender	personal data collected from the data subject or his /her representative: Compulsory data - Name - Pickup address - Billing address - Signature - Bank account number (if he/she orders BankCardService or CashService) Not compulsory data - email address - mobile number	personal data collected from the data subject or his /her representative: Compulsory data - Name - Signature - Bank account number (if he/she orders BankCardService or CashService)	personal data collected from the data subject or his /her representative: Compulsory data - Name - Pickup address - email address - Billing address - Signature - Bank account number (if he/she orders BankCardService or CashService) Not compulsory data: - mobile number	personal data collected from the data subject or his /her representative: Compulsory data - Name - Pickup address - email address - Billing address - Signature - Bank account number (if he/she orders BankCardService or CashService) Not compulsory data: - mobile number
Related to the Consignee	personal data collected from the Sender: Compulsory data: - Name - Delivery address These data are provided by the Sender based on the legal relationship (contract) between the Sender and the Recipient. Not compulsory data The email address and the telephone number is not compulsory in the event of a basic service. personal data collected from the Recipient (data subject): Signature, type and number of the official certificate suitable for proof of identity or unique identification code	personal data collected from the Sender: Compulsory data: - Name - Delivery address - Email address and mobile number (in the event of parcel delivery at GLS Parcelshop or GLS Locker) Not compulsory data - Email address - mobile number (in other cases than specified above)	personal data collected from the Sender: Compulsory data: - Name - Delivery address - Email address and mobile number (in the event of parcel delivery at GLS Parcelshop or GLS Locker) Not compulsory data - Email address - mobile number (in other cases, than specified above)	personal data collected from the Sender: Compulsory data: - Name - Delivery address - Email address and mobile number (in the event of parcel delivery at GLS Parcelshop or GLS Locker) Not compulsory data - Email address - mobile number (in other cases, than specified above)
Related to the Other	In the event the parcel is not delivered directly to the Recipient: Name, type and letter of identity document, number, signature (taken directly from the Recipient (collected form the Data Subject)			

authorized recipient		
Duration of data storage:	last day of the fifth calendar year following the date of dispatch of the parcel (Section 55.§ (7) of Postal Act)	

1.3. DATA PROCESSING ACTIVITY RELATED TO PARCEL DELIVERY

In the case of parcel delivery, the data processing and in particular the scope of the data processed is determined by whether the parcel is delivered to an address, a gls parcelshop or a gls parcellocker as outlined in the table below.

	Parcel delivery at address	Parcel delivery to a GLS ParcelShop	Parcel delivery to a GLS ParcelLocker
Purpose of the data processing	Performing the contract on postal services (delivering parcels) and the proof of delivery		
Legal basis of data processing	Performance of a Contract In terms of the official certificate Compliance with legal obligation (The legal obligation is based on Section 41 § (8) és (10) bek. of Postal Act)		Performance of a Contract
Scope of personal data processed			
Related to the Sender	personal data collected from the data subject or his /her representative: Compulsory data - Name - Pickup address - Billing address - Signature - Bank account number (if he/she orders BankCardService or CashService) Not compulsory data - email address - mobile number		
Related to the Consignee	*Personal data collected from the Sender:*[1]: Compulsory data: - Name - Delivery address - Mobile number in the event of ordering the following value-added services: SMSService, ContactService, PreadviceService, FlexDeliveryService és FDS plus SMS Service ShopDeliveryService) - Email address in the event of ordering the following value-added services: FlexDeliveryService and FDS plus SMS Service ShopDeliveryService) Not compulsory data - Email address - Mobile number	*Personal data collected from the Sender* [2] Compulsory data: - Name - Delivery address - Mobile number	a) personal data collected from the Sender [3] Compulsory data: - Name - Delivery address - Mobile number

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[1] These data are provided by the Sender based on the legal relationship (contract) between the Sender and the Recipient.
[2] These data are provided by the Sender based on the legal relationship (contract) between the Sender and the Recipient.
[3] These data are provided by the Sender based on the legal relationship (contract) between the Sender and the Recipient.

	In the event of ordering the basic service without any value-added service or value-added services not mentioned above *Personal data collected from the Recipient (data subject):* - Signature (excluding ContactlessDeliveryService) - type and number of the official certificate suitable for proof of identity or unique identification code	*Personal data collected from the Data subject (Recipient) :* - type and number of the official certificate suitable for proof of identity or unique identification code	*Personal data collected from the Data subject (Recipient)* unique identification code necessary to the delivery
Related to the Other authorized recipient (in the event the parcel is not delivered directly to the Recipient):	*personal data collected from the Data subject:* - Signature (excluding ContactlessDeliveryService) - type and number of the official certificate suitable for proof of identity or unique identification code	*personal data collected from the Data subject:* - type and number of the official certificate suitable for proof of identity or unique identification code	*personal data collected from the Data subject:* - unique identification code necessary to the delivery
Duration of data storage:	last day of the fifth calendar year following the date of dispatch of the parcel (Section 55.§ (7) of Postal Act)		

2. SUMMARY OF THE OTHER DATA PROCESSING ACTIVITIES RELATED TO POSTAL SERVICES

Data processing activities may differ depending on the contract to which they relate. The table below summarises the data processing activities carried out by the Service Provider, broken down by contract type..

Data processing activity	Long-term contract	Dispatch at GLS Parcelshops	Service ordered on the https://ecsomag.hu website	Service ordered in the GLS Application
OTHER DATA PROCESSING ACTIVITIES RELATED TO CONTRACTS CONCLUDED OR TO BE CONCLUDED WITH CLIENTS/SENDERS				
Data processing related to contacting potential customers by phone ("cold calls")	x	not applicable	not applicable	not applicable
Data processing relating to customer visits	x	not applicable	not applicable	not applicable
Quotation, contract	x	not applicable	not applicable	not applicable
Data processing relating to contracts signed with sole traders, smallholders	x	not applicable	not applicable	not applicable
Recipient information printed on the parcel label	x	x	x	x
Data of contact persons related to contracts	x	not applicable	not applicable	not applicable
Invoicing	x	not applicable	not applicable	not applicable
Managing COD collections	x	x	x	x
COMPLAINT MANAGEMENT, DEBT COLLECTION				
Complaint management (Customer Service)	x	x	x	x

Complaint management at GLS Parcelshop	not applicable	x	not applicable	not applicable
Complaint on invoice	x	not applicable	x	x
Privacy complaint	x	x	x	x
Debt collection	x	not applicable	not applicable	not applicable
DATA PROCESSING RELATED TO CUSTOMER SERVICE (excluding Complaint management)				
Data processing related to emails received by Customer Service	x	x	x	x
Managing COD	x	x	x	x
New Client Start package	x	not applicable	not applicable	not applicable
Phone calls	x	x	x	x
DATA PROCESSING RELATED TO FILING DAMAGE CLAIMS, DAMAGE CLAIM ADMINISTRATION				
Data processing related to filing damage claims	x	x	x	x
Data processing related to payments related to damage claims accepted by the Controller	x	x	x	x
Data processing related to lost, unfound parcels	x	x	x	x
Data processing related to ADR parcels	x	not applicable [4]	not applicable [5]	not applicable [6]
DATA PROCESSING APPLICABLE TO SERVICES ORDERED VIA THE https://ecsomag.hu INTERFACE.				
Registration on the https://ecsomag.hu website	not applicable	not applicable	x	not applicable
Invoicing for services ordered on the https://ecsomag.hu website	not applicable	not applicable	x	not applicable
Data processing related to e-mails received at the ecsomag@GLShungary.com e-mail address	not applicable	not applicable	x	not applicable
DATA PROCESSING APPLICABLE TO SERVICES ORDERED IN THE GLS APPLICATION				
Registration in the GLS Application	not applicable	not applicable	not applicable	x[6]
Invoicing for services ordered in the GLS Application	not applicable	not applicable	not applicable	x[6]
Data processing related to e-mails received at the ecsomag@GLShungary.com e-mail address	not applicable	not applicable	not applicable	x[6]

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[4] As this additional service cannot be ordered under the General Business and Conditions, the Service Provider may only process personal data in this context if the Sender has dispatched a product that falls within the scope of the ADR in breach of the provisions of the GBC.

[5] As this additional service cannot be ordered under the General Business and Conditions, the Service Provider may only process personal data in this context if the Sender has dispatched a product that falls within the scope of the ADR in breach of the provisions of the GBC.

[6] The data processing related to the registration in the GLS Application is governed by a separate Privacy Policy, which is available in the GLS Application and is therefore not included in this Privacy Policy.

[6] As this additional service cannot be ordered under the General Business and Conditions, the Service Provider may only process personal data in this context if the Sender has dispatched a product that falls within the scope of the ADR in breach of the provisions of the GBC.

[6] The data processing related to the registration in the GLS Application is governed by a separate Privacy Policy, which is available in the GLS Application and is therefore not included in this Privacy Policy.

3. OTHER DATA PROCESSING ACTIVITIES RELATED TO CONTRACTS CONCLUDED OR TO BE CONCLUDED WITH CLIENTS/SENDERS

These data processing activities include data processing beyond the use of the above parcel delivery services.

This section and annex does not cover any data processing related to data recorded by the Clients using their own systems or software; the Data Controller shall provide information about this separately for the particular system or software.

3.1. DATA PROCESSING RELATED TO CONTACTING POTENTIAL CUSTOMERS BY PHONE ("COLD CALLS")

Purpose of the data processing: Contacting potential customers, making quotations
Legal basis of data processing: Legitimate interest of the Controller
Scope of personal data processed: Contact person's name, phone number, e-mail address, position, customary behaviours relating to parcel sending.
Duration of data storage: Until the purpose of data processing is achieved.
In the case of customers where a quote is made and then a contract is signed, the data is stored for the duration specified for this data processing purpose.

3.2. DATA PROCESSING RELATED TO CUSTOMER VISITS

Purpose of the data processing: Visiting potential customers with the purpose of making a quotation or concluding a contract.
Legal basis of data processing: Legitimate interest of the Controller
Scope of personal data processed: Contact person's name, phone number, e-mail address, position, customary behaviours relating to parcel sending, place, date of visit to customer, names, phone number and e-mail address of participants.
Duration of data storage: Until the purpose of data processing is achieved. In the case of customers where a quote is made and then a contract is signed, the data is stored for the duration specified for this data processing purpose.

3.3. QUOTATION, CONTRACT

Purpose of data processing: signing and performing the contract for the provision of parcel logistical services.
Legal basis of data processing: Performance of a Contract.
Providing the personal data is a prerequisite of the contract signed with GLS and is mandatory.
Scope of personal data processed: Client's

(Sender's) name, Client's (Sender's) website address, name of person authorized to act on behalf of the Client (Sender); Client's (Sender's) bank account number, Contact person's name, email address, phone number, Parcel pick-up address.
Duration of data storage: 5 years from termination of contract.

3.4. DATA PROCESSING RELATING TO CONTRACTS SIGNED WITH SOLE TRADERS, SMALLHOLDERS

Purpose of data processing: signing and performing the contract for the provision of parcel logistical services.
Legal basis of data processing: Performance of a Contract.
Providing the personal data is a prerequisite of the contract signed with GLS and is mandatory.
Scope of personal data processed: Client's name, mother's name, home address, personal identification data, place and date of birth.
Duration of data storage: 5 years from termination of contract.

3.5. INVOICING

Purpose of data processing: invoicing the fee payable for the service.
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 169(2) of the Accounting Act).
Scope of personal data processed: Client's (Buyer's) name, address, Recipient's name, address, phone number, e-mail address.
Duration of data storage: Based on Section 169 of the Accounting Act, 8 years.

3.6. MANAGING COD

Purpose of data processing: collecting and settling COD.
Legal basis of data processing: Performance of a Contract
Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the customer wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory.
Scope of personal data processed: Contact person's name, e-mail address, Recipient's name, e-mail address, address, bank account number, position, phone number.
Duration of data storage: The end of the fifth year following the dispatch of the parcel

3.7. PERSONAL DATA PRINTED ON THE LABEL

Purpose of data processing: Perform postal services (delivery)

Legal basis of data processing: Performance of a Contract
Scope of personal data processed: Recipient's name, delivery address, Recipient's phone number
Duration of data storage: These personal data are provided to the data subject after delivery.

3.8. CONTACT PERSONS RELATED TO THE CONTRACTS

Purpose of data processing: Cooperation in order to perform the postal service contract
Legal basis of data processing: Legitimate interest of the Controller
Scope of personal data processed: Contact person's name, phone number, email address
Duration of data storage: During the term of the contract to the end of the position of contact, otherwise 5 years following the termination of the contract.

4. COMPLAINT MANAGEMENT, DEBT COLLECTION

Data Controller is obliged under paragraph (3) of Section 57 of the Postal Act to operate at least one central customer service with opening hours as specified in paragraph (2) of Section 17/B of the Consumer Protection Act and accessible by telephone, and also ensure that complainants are able to submit their complaints verbally, in writing and via the internet. The detailed rules for Customer Support and the filing of complaints are contained in the General Business Conditions.

Data Controller has an obligation to investigate complaints based on the Consumer Protection Act as a general rule on the one hand, and, on the other hand, based on the Postal Act as a special regulation. Under paragraph (1) of Section 57 f the Postal Act, the provisions in Section 17/A-17/C on complaint management and customer service of the Consumer Protection Act can only be applied to complaints filed against the Data Controller in so far as it is allowed by the provisions in paragraph 57 of the Postal Act.

4.1. COMPLAINT MANAGEMENT (FILED TO THE CUSTOMER SERVICE)

Purpose of data processing: complaint management, complaint approval, parcel identification
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act and on Section 57 of Postal Act)
Scope of personal data processed: Recipient's name, e-mail address, Delivery address, phone number, Sender's name, address, phone number, e-mail address, Other authorized Recipient's name, telephone number, email address, Pickup address, The number of the official certificate suitable for the proof of identity, bank account number
Duration of data storage: 3 years after the complaint has been filed

4.2. COMPLAINT MANAGEMENT (FILED AT GLS PARCELSHOP)

Purpose of data processing: complaint management
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act and on Section 57 of Postal Act)
Scope of personal data processed: Recipient's name, e-mail address, Delivery address, phone number, Sender's name, address, phone number, e-mail address, Other authorized Recipient's name, telephone number, email address, Pickup address, The number of the official certificate suitable for the proof of identity, bank account number
Duration of data storage: 3 years after the complaint has been filed

4.3. COMPLAINT ON INVOICE

Purpose of data processing: complaint management related to the invoice
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act and on Section 57 of Postal Act)
Scope of personal data processed: Data provided by the Complainant that could cover the following data: Name, mobile number, and email address of the Complainant, delivery address, Sender's name, mobile number, Consignee's name, email address, mobile number, pickup address, bank account number, number of the personal ID. The Data Controller identifies the parcel by the parcel number. Among the above data, at least one personal data is necessary to provide by the complainant (e.g. the name of the complainant). In order to investigate the complaint, the written contact details of the complainant (email address or address) are required.
Duration of data storage: 3 years after the complaint has been filed

4.4. PRIVACY COMPLAINT

Purpose of data processing: compliance with legal obligations relating to data protection (Legal basis of data processing: Fulfilment of a legal obligation (Basis of a legal obligation: Article 12 of the GDPR)
Scope of personal data processed: Complainant's name and e-mail address, other information provided by the Complainant in the complaint, consignment

destination address, sender's name, phone number, e-mail address, home address, the name, phone number, e-mail address of the addressee or the person actually taking delivery, consignment pick-up address, personal ID number, bank account number. In order to investigate the complaint, the complainant's contact details for written communication (email address or address) are necessary.
Duration of data storage: 5 years after the complaint has been filed

4.5. DEBT MANAGEMENT

Purpose of data processing: managing and collecting debt
Legal basis of data processing: Performance of a Contract
Scope of personal data processed: Buyer's Name, address, mother's name, place and date of birth, phone number, e-mail address.
Duration of data storage: 5 years following termination of contract or collection of debt. Based on the General Business Conditions, these personal data are transmitted to the Companies specialized in debt collection defined in Annex 3.

5. OTHER DATA PROCESSING ACTIVITIES RELATED TO CUSTOMER SERVICE

The Customer Service is also responsible for providing information on the activities of the Data Controller to both its contractual partners (Clients, Senders) and addressees as well as other stakeholders.

The tasks of the Customer Service in relation to complaint handling are described in section 4.1.

5.1. DATA PROCESSING RELATED TO EMAILS RECEIVED AT THE E-MAIL ADDRESSES SENT TO THE CUSTOMER SERVICE

(Email addresses concerned: info@GLS-hungary.com , jofogas@GLS-hungary.com; import@GLS-hungary.com és az export@GLS-hungary.com; global@GLS-hungary.com; importvam@GLS-hungary.com; exportvam@GLS-hungary.com; pickup@GLS-hungary.com; bo@GLS-hungary.com; vip@GLS-hungary.com)
Purpose of data processing: communication with the customer, complaint management
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act and on Section 57 of Postal Act)
Scope of personal data processed: Recipient's name, e-mail address, Delivery address, phone number, Sender's name, address, phone number, e-mail address, Other authorized Recipient's name, telephone number, email address, Pickup

address, The number of the official certificate suitable for the proof of identity, bank account number
Duration of data storage: 5 years

5.2. MANAGING COD

Purpose of the data processing: Managing (modifying) inquiries relating to COD received at the e-mail address beszedes@GLShungary.com
Legal basis of data processing: Performance of a Contract Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the Client wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory.
Scope of personal data processed: Recipient's name, Recipient's e-mail address, home address, bank account number, position, phone number.
Duration of data storage: The end of the fifth year following the dispatch of the parcel

5.3. NEW CLIENT START PACKAGE

Purpose of data processing: Performance of the contract on parcel logistics
Legal basis of data processing: Performance of a Contract Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the Client wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory. Scope of personal data processed: Client's name, address, phone number
Duration of data storage: 5 years following the termination of the contract

5.4. PHONE CALLS

Purpose of data processing: providing information, complaint management
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act and on Section 57 of Postal Act)
Scope of personal data processed: voice of the data subject;
Duration of data storage: 5 years

6. DATA PROCESSING RELATED TO FILING DAMAGE CLAIMS, DAMAGE CLAIM ADMINISTRATION

6.1. DATA PROCESSING RELATED TO FILING DAMAGE CLAIMS

Purpose of data processing: complaint management, complaint approval which could be filled in various ways including complaint received at the e-mail address karugyintezes@GLS-hungary.com
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 57 of Postal Act) Scope of

personal data processed: Recipient's name, phone number, e-mail address, home address, Sender's name, phone number, e-mail address, home address, Other authorized Recipient's name, phone number, e-mail address, home address, personal identity card number, bank account number
Duration of data storage: The end of the fifth year following the dispatch of the parcel

6.2. DATA PROCESSING RELATED TO PAYMENTS RELATED TO DAMAGE CLAIMS ACCEPTED BY THE CONTROLLER
Purpose of data processing: complaint management, complaint approval
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 169(2) of the Accounting Act)
Scope of personal data processed: Statements, invoices, data provided by the complainant specified in data processing related to filing damage complaints
Duration of data storage: 8 years

6.3. DATA PROCESSING RELATED TO LOST, UNFOUND PARCELS

Purpose of data processing: parcel identification, managing claims received at the e-mail address lossp@GLS-hungary.com
Legal basis of data processing: Compliance with legal obligation Scope of personal data processed: recipient's name, phone number, e-mail address, home address, Sender's name, phone number, e-mail address, home address, Other authorized Recipient's name, phone number, e-mail address, home address
Duration of data storage: The end of the year following the dispatch of the parcel
In the event of the damage claims accepted by the controller, duration of data storage set out therein shall apply.

6.4. DATA PROCESSING RELATED TO ADR PARCELS

Purpose of the data processing: Certification of being compliant with ADR regulations Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Point 1.3.3. of the Government Decree 284/2023. (VI. 30.) on the promulgation of Annexes A and B to the Agreement on the International Carriage of Dangerous Goods by Road and on certain aspects of its domestic application (ADR Regulation)
Scope of personal data processed: name of car driver (and other persons related to ADR parcels), his or her mother's name, place and date of birth, e-mail address, position, the number of his/her certificate
Duration of data storage: 5 years

7. OTHER DATA PROCESSING APPLICABLE TO SERVICES ORDERED VIA THE HTTPS://ECSOMAG.HU INTERFACE AND IN THE GLS APPLICATION

7.1. REGISTRATION ON THE E-CSOMAG PORTAL
Purpose of data processing: To simplify the Sender's ordering process for the one-off parcel delivery service Legal basis of data processing: The user's consent Scope of personal data processed: Mandatory personal data to be provided: The user's email address and password, Optional data to be provided during registration: Username, pick-up address(es), delivery address(es), invoicing address, e-mail address, phone number, bank account number Data storage period: until the User's consent is withdrawn, that is, until the registration is cancelled

7.2. PAYMENT OF THE SERVICE FEE ORDERED VIA THE E-CSOMAG PORTAL AND IN THE GLS APPLICATION

Purpose of data processing: Performance, and confirmation of the performance, of the contract concluded with the Sender for the one-off parcel delivery service
Legal basis of data processing: The performance of a contract;

The service fee is paid through the OTP SimplePay system. On the online interface of the SimplePay system, the Sender is directed to a secure online payment interface operated by OTP Mobil Kft., where the Sender enters his/her Card details and personal data necessary for the payment to be made by the given payment method. The Card details are to be provided directly in the banking system provided by OTP Bank Nyrt. If the Customer has saved his/her Card details for later payment during the payment process, these Card details are also stored directly in the banking system. **OTP Bank Nyrt. qualifies as the Controller in respect of the Card details.** OTP Mobil Kft. may access the Card details saved and stored in the banking system whenever a payment is made with the saved card, during the Card details scanning process, based on a contract concluded with OTP Bank Nyrt., on the instruction and on behalf of the Bank, as processor. For further details of this data processing activity, please refer to the Privacy Policy available here: https://simplepay.hu/vasarlo-aff/
The Service Provider does not have access to the card details and personal data provided by the Sender during the payment process and does not qualify as a controller with regard to this data.

7.3. INVOICING FOR SERVICES ORDERED ON THE HTTPS://ECSOMAG.HU WEBSITE AND IN THE GLS APPLICATION

Purpose of data processing: invoicing the fee payable for the service.

Legal basis of data processing: Fulfilment of a legal obligation (Basis of the legal obligation: Section 169(2) of the Accounting Act

Scope of personal data processed: Sender's name, invoicing address, e-mail address Providing this information is mandatory, otherwise the Service Provider cannot issue the electronic invoice. Without this information, the Sender cannot order the service.

Duration of data storage: Based on Section 169 of the Accounting Act, 8 years.

The invoice is issued in the szamlazz.hu system, which is operated by KBOSS.hu Kft. KBOSS.hu Kft. qualifies as a controller in respect of the services ordered on the https://ecsomag.hu website and in the GLS Application within the scope of invoicing (including: issuing and storing invoices). KBOSS.hu Kft.'s privacy policy is available here:
https://www.szamlazz.hu/adatvedelem/

7.4. DATA PROCESSING RELATED TO EMAILS RECEIVED AT THE ECSOMAG@GLS-HUNGARY.COM E-MAIL ADDRESS

Purpose of data processing: processing of data relating to the performance of the service, withdrawal from or cancellation of contract

Legal basis of data processing: Performance of a legal obligation (Basis of the legal obligation: Section 17/A17/C of the Consumer Protection Act, Section 57 of the Postal Act)

Scope of personal data processed: recipient's name, phone number, e-mail address, consignment destination address, Sender's name, phone number, e-mail address, pick-up address, name of person actually taking delivery, his/her phone number, e-mail address, consignment pickup address, personal identity card number, bank account number

Duration of data storage: 5 years

8. OTHER DATA PROCESSING APPLICABLE TO SERVICES ORDERED AT GLS PARCELSHOP

8.1. REGISTRATION AT GLS PARCELSHOP

Purpose of data processing: To simplify the Sender's ordering process for the one-off parcel delivery service

Legal basis of data processing: The user's consent

Scope of personal data processed: The user's name, e-mail address, phone number, bank account number

Data storage period: until the User's consent is withdrawn, that is, until the registration is cancelled