

Privacy Policy

Comments regarding product quality

1. Introduction

BioTech USA Kft. as data controller process your data related to product quality notifications and complaints (<https://biotechusagroup.com/feedback>) for only necessary purposes and duration based on this privacy policy. BioTech USA Kft. will only use your personal data specified herein for to examine product quality and handle complaints. Data Processing of the data controller is always based on the Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: GDPR).

2. Details of Data Controller

BioTech USA Kft. (Registered seat: 1033 Budapest, Huszti út 60., Company registration number: 01 09 352550, Tax number: 25114681-2-44, Phone: 06 1 453 2716, Email: support@biotechusa.zendesk.com)

Data Protection Officer: 1301 Budapest, Pf. 30.; Email: dpo.btu@dnui.hu

3. Processed personal data:

Customer's name, e-mail address, telephone number, bank account number or delivery address, place of purchase, product data.

Please note that it is only allowed to submit your own personal data. Data Controller assumes no liability for the damage arising from the process of false, unauthorised or incorrect data.

4. Purpose of data processing

Examination of quality problems of BioTechUSA, Scitec Nutrition, Builder branded products which was purchased on <https://biotechusa.com/>, <https://scitecnutrition.com/>, or <https://shopbuilder.eu/>. Furthermore if necessary, organising the return and the replacement of goods or money refund.

5. Duration of data processing

Two years after reporting the quality problem, your personal data will be deleted automatically.

6. Data processing parties

1. The servers of Data Controller are operated and maintained by a designated company upon any arising issues.

JLM PowerLine Kft. (registered seat: 12-14 Ipari park str. Szada H-2111)

2. The servers of the Controller are operated by commissioned companies and they are maintained by them in case of any problem:

- Mongouse Computer Kft. (address: 1117 Budapest, Budafoki út 183.).

- Servergarden Kft. (address: 1023 Budapest, Lajos utca 28-32.)

3. The results of examination recorded in a database operated by: IFS Hungary Kft. (seat: 1132 Budapest, Váci út 22-24.).

4. Delivery of replacement product:

GLS General Logistics Systems Hungary Parcel-Logistics Ltd. (address: 2351

Alsónémedi, GLS Európa utca 2.; The Privacy Policy is available at the following link: <https://gls-group.eu/HU/hu/altalanos-uzleti-feltetek>) and Foxpost Zrt. (address: 3200

Gyöngyös, Batsányi János u. 9.; The Privacy Policy is available at the following link

el: <http://www.foxpost.hu/altalanos-szerzodesi-feltetek/>).

5. Money refund:

The refund shall be refunded by the Data Controller through the payment service provider which was chosen by the Customer when placing an original order. If the Customer has chosen cash on delivery, or requests the refund of the amount to a different bank account number, the Data Controller shall transfer the refund to the payment with the help of your service provider.

Address: OTP Bank Nyrt. (address: 1051 Budapest, Nádor u. 16., company registration number: 01 10 041585)

7. Legal basis

According to Article 6 (1) (c) of the GDPR, the Service Provider as Data Controller is legally obliged

[Act V of 2013 on the Civil Code, Section 6:159.] in the case of defective products, the warranty for defects granting a right.

8. The rights of the individuals in relation to data processing

The Controller shall provide you with information on action taken on a request under Section a)-e) without undue delay and in any event within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests. The Controller shall inform you of any such extension within one month of receipt of the request, together with the reasons for the delay.

a) Right of access: you shall have the right to obtain from the Controller confirmation as to whether or not your personal data are being processed, and, where that is the case, you may obtain information about the details of the processing and you have the right to obtain your personal data being processed in electronic format from the Controller.

b) Right to rectification: you shall have the right to obtain from the Controller without undue delay the rectification of inaccurate personal data concerning you and you shall have the right to have incomplete personal data completed.

c) Right to erasure (“right to be forgotten”): You may request to terminate the processing by sending your written request to the Controller’s contact address specified above or sending it by mail or by making a request and recording it in writing over the phone by calling the specified phone number. In this case, the Controller takes all reasonable steps in order to inform further processors about your request to terminate the processing.

d) Right to object: you shall have the right to object at any time to processing of your personal data when the processing is based on the Controller’s legitimate interest.

e) Right to restriction of processing: you shall have the right to obtain from the Controller restriction of processing if the accuracy of the personal data is contested by you; the processing is unlawful; the

Controller no longer needs the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims; you have objected to processing.

9. Supervisory body, right to remedy:

If you are dissatisfied with our way of processing your data, you may lodge a complaint with the following authority:

Name: Hungarian National Authority for Data Protection and Freedom of Information

Registered office: 1055 Budapest, Falk Miksa utca 9-11

Mailing address: 1363 Budapest, Pf.: 9.

Telephone: 06 1 391 1400

Fax: 06 1 391 1410

E-mail: ugyfelszolgalat@naih.hu

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

In addition, you have the right to initiate proceedings in a court in order to protect your data.

10. Contact information of the Controller:

Should you have any questions that are not answered clearly in this privacy policy, please send us such question to adatvedelem@biotechusa.com and one of our colleagues will respond.

Effective as of 22.05.2023

BioTech USA Kft.