

Dear Customer,

As the CEO of the company, considering the data protection regulations of the European Union and that apply in Hungary, I make the following data protection/privacy policy statement:

1. **Data management:** BIOLA Organic Cosmetics Ltd and CIB Bank Zrt in case of E-commerce payment system.
2. **Our purpose of data processing:** Our company avoids (excessive data collection and storage) and therefore only records personal data if it is needed to fulfill your requests for: sending business offers and product information requested by you or for the fulfilment of your orders.
 - 2.1. If you provide the necessary data in accordance with one of the above-mentioned purposes, this will be considered as your intent of consent (consent statement) for accepting and implementing our data management and privacy policy.
3. **Our website and webshop:** uses cookies to increase our operational efficiency.
 - 3.1. We also use visitor reports and search result summaries to measure efficiency.
4. **Security:** We strive for the best available security in our data processing and use of our computer systems.
 - 4.1. Our corporate ERP (Eurostone) system's developer: SW Stúdió Kft. sws@sws.hu
 - 4.2. Our website's developer and administrator: www.weboldalnet.hu
 - 4.3. Webshop's server hardware: <https://www.telekom.hu/uzleti/szolgaltatasok/biztonsag-adatparki-megoldasok>
 - 4.4. E-commerce payment system: CIB Bank Zrt www.cib.hu
5. **Activities of external service providers:** We do not disclose your data to third parties, unless the third party cooperates as a subcontractor for us in the performance of the contract. However, in this case, the subcontractors are not entitled to retain, use for other purposes or transfer to other persons the personal data provided by us for any longer than prescribed by law.
6. **Data deletion policy:** Data that has not been used within one year will be deleted, with the exception of billing and shipping data that we need to keep for a longer period of time due to compliance with financial and accounting regulations.
7. **Request for information or object to the processing of personal data:**
 - 7.1. You can request the deletion or retrieval of your recorded data at the following contact details: info (at) biola (dot) hu
 - 7.2. We can only delete data within 5 working days of receiving your request that do not have a retention period specified in any other legislation.
 - 7.3. We will also delete the data on our own in cases where the mandatory retention period specified in other laws has expired.
8. **Supervisory body and legal remedy:** National Authority for Data Protection and Freedom of Information: www.naih.hu
 - 8.1. NAIH identification number: always updated when a new prize game is published (prize game and promotion).
 - 8.2. NAIH identification number: NAIH-139875/2018 (for subscribing to newsletters).
 - 8.3. NAIH customer service: <https://www.naih.hu/uegyfelszolgalat,--kapcsolat.html>
 - 8.4. We will endeavour to cooperate, but if you wish to make a complaint: <https://www.naih.hu/online-uegyinditas.html>
9. **Newsletter data management: subscriptions, sending mail/newsletters, unsubscribing.**

Our company sends the following types of newsletters to those who have subscribed (electronically, on paper, by phone or by direct message from a social media account) that they are interested in the given newsletter type:

- a. Informational newsletters about promotions, "special offers", sale offers.

- b. Regular customer newsletter.
- c. Newsletter of products for residential use (home use products).
- d. Newsletter for users who have a beauty qualification (professional products for beauticians, massage therapists).
- e. Newsletter for customers who have abandoned their carts.
- f. Cross-sell newsletter i.e. Cross sale mail messages.
- g. Newsletter presenting general information and discount offers in English.

If the Customer interrupts the purchase process and does not order the product/service placed in the shopping cart, BIOLA Organic Cosmetics Ltd. will send a reminder email to the Customer within 1 calendar day after the interruption of the process, about if that ordered product is still in stock.

If the customer subscribed to receive newsletters, their personal data will be processed solely for the purpose of sending the customer a newsletter to their e-mail address after the customer agreed to data management.

The newsletter has direct marketing elements and contains advertising.

Unsubscribing and Data Deletion / Duration of Data Management: The personal data provided by our Clients for the purpose of sending the newsletter will be stored by BIOLA Organic Cosmetics Ltd. only until the given Client unsubscribes from receiving the newsletter. In case of unsubscribing, our company will not contact the Customer with further newsletters and offers. Our customers can unsubscribe from the newsletter at any time free of charge and withdraw their consent to data processing at any time. We will complete the cancellation process within 2 working days during business hours.

During the operation of sending newsletters, BIOLA Organic Cosmetics Ltd. uses collaborators/subcontractor data processor called: www.listamester.hu

10. **Our loyalty point system (may start at the earliest, 01.October.2026 23:59 CET):** and only applies to home use products found in our retail product webshop www.biolacosmetics.com up to a maximum of 4 percent of the delivery price for cosmetics and bath products developed and manufactured by our company.

Period of validity of loyalty points before deletion: Points can be collected after purchasing cosmetics and bath products developed and manufactured by our company and can be used within a maximum of 180 days i.e. one hundred and eighty calendar days. The unused loyalty points automatically get deleted once it reaches the deadline.

Place where loyalty points can be used: it can only be used on www.biolacosmetics.com webshop. **Loyalty points can be used for product purchases in the retail product webshop.**

The calculation of loyalty points DOESN'T include cost of services: for example, delivery surcharge, import fees, shipping costs etc.

Notifications about offers of our Loyalty Points System and the deadline for using the Loyalty Points: are automatically sent to the e-mail addresses provided by our Customers when creating their user accounts.

Kecskemét, 01. July 2026.

Dr. Viola Gyovai CEO.

BIOLA Organic Cosmetics Ltd.