

PRIVACY POLICY OF BALATONFŐI YACHT CLUB KFT.

1. GENERAL PROVISIONS

Balatonfői Yacht Club Kft (8174 Balatonkenese, Főnix tér 3.), as the operator of **Balatonfői Yacht Club Hotel**, always pays attention to the lawfulness and adequacy of data processing in relation to the personal data it processes. The aim of this information is to adequately inform our guests who book accommodation and provide their personal data about the conditions and guarantees under which our company processes their data, and for how long, before they make a booking or provide their personal data. We will abide by this notice in all cases involving the processing of personal data and consider ourselves bound by the information contained herein.

However, we reserve the right to change the information in this unilateral statement. In this case, we will inform the data subjects in advance. Please contact us at adatkezeles@bfyc.hu if you have any questions about the content of this statement. The data processing of our activities is based on voluntary consent and in some cases it is necessary to take action at the request of the data subject before entering into a contract.

Our data processing is governed by the relevant laws, in particular the following:

- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data, on the free movement of such data and repealing Directive 95/46/ EC (General Data Protection Regulation, hereinafter referred to as "**GDPR**")
- The Act CXII of 2011 on Informational Self-Determination and Freedom of Information ("**Information Act**").

The data and contact information of our company are as follows:

Name: Balatonfői Yacht Club Kft.

Registered office: 8174 Balatonkense, Főnix tér 3.

Company registration number: 19-09-501839

Tax number:11331649-2-19

Phone number: 88-482-994

Email: uzemeltetes@bfyc.hu

Name of data protection officer	Contact details of data protection officer
Gabriella Farkas	mail@projktprofil.hu

The following information is provided for our individual data processing activities.

2. DATA PROCESSING RELATED TO ONLINE ACCOMMODATION BOOKING

Our company offers the possibility to book accommodation online for a fast, convenient and free reservation at Balatonfői Yacht Club Hotel.

Data processor of personal data: Balatonfői Yacht Club Kft

Purpose of data processing: partly to comply with legal obligations, to facilitate the processing of billing data and booking of accommodation to make it free and more efficient.

Legal basis of data processing: the prior consent of the person booking the accommodation (booking without consent is not possible).

Scope of personal data processed: salutation; name and surname; address (country, postal code, city, street, house number); telephone number; e-mail address; in the case of a legal entity, company name and registered office, credit card number, SZÉP card data (identifier, name on the card).

Duration of data processing Partly for the duration of the legal retention period of the data related to the conclusion of the contract and invoicing, partly for two years after the last day of the stay according to the booking (web server).

Use of a data processor: our company uses the support of a IT service provider for the online accommodation system as follows.

Name of the data processor	Headquarters	Description of data processing activities
NetHotelBooking Kft.	Boksa tér 1/A, 8200 Veszprém	Through the RESnWEB system we offer the possibility to book accommodations online.

By accepting this privacy notice, the data subject expressly consents to the Data Processor using other data processors to make the service more convenient and personalized, as follows:

Name of the additional data processor	Headquarters	Description of data processing activities
The Rocket Science Group, LLC	675 Ponce de Leon Ave NE Suite 5000, Atlanta, GA 30308, USA	Owner of the Mandrill software integrated into the booking system. This software is responsible for sending automatic emails for confirmations, notifications of bookings, offers and satisfaction surveys
Hostware Kft.	Róna utca 120-122, 1149 Budapest	Providing customer management services when using the Hostware Front Office hotel system
Triptease Limited	WeWork 3 Waterhouse Square 138-142 Holborn London EC1N 2SW United Kingdom	Online chat feature that allows the guest to stay in touch with the hotel and manage their bookings quickly and efficiently
BIG FISH Internet-technológiai Kft.	Nyugati tér 1-2, 1066 Budapest	Handling the data communication required for payment transactions between the merchant and the payment service provider's system and ensuring transaction traceability for merchant partners
OTP Mobil Kft.	Központár u. 30-32, 1093 Budapest	Facilitation data communication between the merchant and the payment service provider required for payment transactions, provision customer support to users, confirmation transactions, and fraud monitoring to protect users
Barion Payment Zrt.	Infopark sétány 1. I. épület, 1117 Budapest	Facilitation data communication between the merchant and the payment service provider required for payment transactions, provision customer support to users, confirmation transactions, and fraud monitoring to protect users

Creative Management Kft.	Boksa tér 1. A ép., 8200 Veszprém	Provision of server hosting services
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Possible consequences of failure to provide data: failure to enter into a contract for the hotel room.

Rights of the data subject: The data subject (the person whose personal data is processed by our company)

- a) may request information about their personal data,
- b) may request their correction,
- c) may request their deletion,
- d) may request the restriction of the processing of their personal data under the conditions specified in Article 18 of the GDPR, which means that our company may not delete or destroy the data until it is contacted by a court or an authority, but for a maximum of thirty days, and may not process the data for other purposes beyond that,
- e) may object to the processing of their personal data,
- f) may exercise the right to data portability. Under this right, the data subject has the right to obtain his/her personal data in Word or Excel format and to request that such data be transferred by our company to another data controller.

Further information on data processing: our company takes all necessary technical and organizational measures to prevent data protection incidents (e.g. breach, loss, unauthorized access to files containing personal data). In the event of an incident, we keep a log of the incident to verify the necessary measures and to inform the data subjects. This log will include the amount of personal data, the number of individuals affected by the data protection incident, the time, circumstances, impact and measures taken to prevent the incident, as well as other information required by applicable data protection law.

Our company has concluded a data processing contract with NetHotelBooking Kft. in which it undertakes to apply the data protection and data processing guarantees prescribed in the data processing contract in the event of further use of data processors and to ensure the lawful processing of personal data by the data processor.

3. DATA PROCESSING RELATED TO OFFER REQUEST

Our company offers guests the possibility to request a quote electronically. Our company offers this service through an automated system that takes into account the available capacity.

Data processor of personal data: Balatonfői Yacht Club Kft, Főnix tér 3, 8174 Balatonkenese

Purpose of data processing: Preliminary information about hotel prices

Basis of data processing: the prior consent of the person booking the accommodation, GDPR Article 6 (1) (a) and the data processing necessary to take steps at the request of the data subject prior to the conclusion of a contract - GDPR Article 6 (1) (b).

Scope of personal data processed: salutation; last name and first name; telephone number; email address; number of hotel guests.

Data retention period: two years after the last day of stay according to the reservation. **Use of a data processor:** our company uses the services of an IT service provider for the operation of the online application system as follows.

Balatonfői Yacht Club Kft

Name of the data processor	Headquarters	Description of data processing activities
NetHotelBooking Kft.	Boksa tér 1/A, 8200 Veszprém	Operation of the request module

By accepting this privacy notice, the data subject expressly consents to the Data Processor using other data processors to make the service more convenient and personalized, as follows:

Name of the additional data processor	Headquarters	Description of data processing activities
The Rocket Science Group, LLC	675 Ponce de Leon Ave NE Suite 5000, Atlanta, GA 30308, USA	Owner of the Mandrill software integrated into the booking system. This software is responsible for sending automatic emails for confirmations, notifications of bookings, offers and satisfaction surveys
Creative Management Kft.	Boksa tér 1. A ép., 8200 Veszprém	Provision of server hosting services

Possible consequences of not providing data: The hotel is not able to submit a proposal.

Rights of the data subject: The data subject (the person whose personal data is processed by our company)

- a) may request information about their personal data,
- b) may request their correction,
- c) may request their deletion,
- d) may request the restriction of the processing of their personal data under the conditions specified in Article 18 of the GDPR, which means that our company may not delete or destroy the data until it is contacted by a court or an authority, but for a maximum of thirty days, and may not process the data for other purposes beyond that,
- e) may object to the processing of their personal data,
- f) may exercise the right to data portability. Under this right, the data subject has the right to obtain his/her personal data in Word or Excel format and to request that such data be transferred by our company to another data controller.

Further information on data processing: our company takes all necessary technical and organizational measures to prevent data protection incidents (e.g. breach, loss, unauthorized access to files containing personal data). In the event of an incident, we keep a log of the incident to verify the necessary measures and to inform the data subjects. This log will include the amount of personal data, the number of individuals affected by the data protection incident, the time, circumstances, impact and measures taken to prevent the incident, as well as other information required by applicable data protection law.

Our company has concluded a data processing contract with NetHotelBooking Kft. in which it undertakes to apply the data protection and data processing guarantees prescribed in the data processing contract in the event of further use of data processors and to ensure the lawful processing of personal data by the data processor.

4. NEWSLETTER SUBSCRIPTION DATA PROCESSING

Our company maintains contact with its guests through newsletters, offering them its services and informing them of news and promotions related to its activity.

Data processor of personal data: Balatonfői Yacht Club Kft, Főnix tér 3, 8174 Balatonkenese

Purpose of data processing: maintaining contact with potential hotel guests.

Legal basis for data processing: consent of the data subject – Article 6 (1) (a) of the GDPR.

Identification of legitimate interests: Maintaining and expanding business relationships with partners and hotel guests.

Scope of personal data processed: name, email address

Duration of data processing: our company processes email addresses until the newsletter is cancelled.

Use of data processors: Our company enlists the help of an IT provider for the online accommodation system as follows.

Name of the data processor	Headquarters	Description of data processing activities
NetHotelBooking Kft.	Boksa tér 1/A, 8200 Veszprém	Storage of the newsletter database

By accepting this privacy notice, the data subject expressly consents to the Data Processor using other data processors to make the service more convenient and personalized, as follows:

Name of the additional data processor	Headquarters	Description of data processing activities
Creative Management Kft.	Boksa tér 1/A, 8200 Veszprém	Operation of the newsletter mailing system

Possible consequences of not providing data: The data subject will not receive newsletters from our company.

Rights of the data subject: The data subject (the person whose personal data is processed by our company)

- a) may request information about their personal data,
- b) may request their correction,
- c) may request their deletion,
- d) may request the restriction of the processing of their personal data under the conditions specified in Article 18 of the GDPR, which means that our company may not delete or destroy the data until it is contacted by a court or an authority, but for a maximum of thirty days, and may not process the data for other purposes beyond that,
- e) may object to the processing of their personal data,
- f) may exercise the right to data portability. Under this right, the data subject has the right to obtain his/her personal data in Word or Excel format and to request that such data be transferred by our company to another data controller.

You can unsubscribe from our newsletter at any time by sending an email to adatkezeles@bfyc.hu or by clicking on the unsubscribe icon in the newsletter. In this case, we will immediately delete your email address from our database.

Further information on data processing: our company takes all necessary technical and organizational measures to prevent data protection incidents (e.g. breach, loss, unauthorized access to files containing personal data). In the event of an incident, we keep a log of the incident to verify the necessary measures and to inform the data subjects. This log will include the amount of personal data, the number of individuals affected by the data protection incident, the time, circumstances, impact and measures taken to prevent the incident, as well as other information required by applicable data protection law.

Our company has concluded a data processing contract with NetHotelBooking Kft. in which it undertakes to apply the data protection and data processing guarantees prescribed in the data processing contract in the event of further use of data processors and to ensure the lawful processing of personal data by the data processor.

5. PERSONAL DATA PROCESSING RELATED TO SATISFACTION SURVEYS

As a hotel, our goal is to provide a high level of service to our guests. That is why we continuously ask our guests for feedback on their experience during their stay at our hotel.

Data processor of personal data: Balatonfői Yacht Club Kft Főnix tér 3, 8174 Balatonkenese

Purpose of data processing: obtaining feedback from hotel guests to further develop and improve our services.

Legal basis for data processing: the legitimate interest of the hotel operator – Article 6 (1) f) of the GDPR.

Identification of legitimate interests: our company has a legitimate interest in obtaining information from feedback to improve our services.

Scope of personal data processed: name, gender, email address.

Data retention period: two years after the last day of stay according to the reservation.

Use of a data processor: our company uses the support of a IT service provider for the online accommodation system as follows.

Name of the data processor	Headquarters	Description of data processing activities
NetHotelBooking Kft.	Boksa tér 1/A, 8200 Veszprém	Operation of the satisfaction survey module

By accepting this privacy notice, the data subject expressly consents to the Data Processor using other data processors to make the service more convenient and personalized, as follows:

Name of the additional data processor	Headquarters	Description of data processing activities
The Rocket Science Group, LLC	675 Ponce de Leon Ave NE Suite 5000, Atlanta, GA 30308, USA	Owner of the Mandrill software integrated into the booking system. This software is responsible for sending automatic emails for confirmations, notifications of bookings, offers and satisfaction surveys

Possible consequences of not providing data: The data subject will not receive a satisfaction survey from our company.

Rights of the data subject: The data subject (the person whose personal data is processed by our company)

- a) may request information about their personal data,
- b) may request their correction,
- c) may request their deletion,
- d) may request the restriction of the processing of their personal data under the conditions specified in Article 18 of the GDPR, which means that our company may not delete or destroy the data until it is contacted by a court or an authority, but for a maximum of thirty days, and may not process the data for other purposes beyond that,
- e) may object to the processing of their personal data,
- f) may exercise the right to data portability. Under this right, the data subject has the right to obtain his/her personal data in Word or Excel format and to request that such data be transferred by our company to another data controller.

Further information on data processing: our company takes all necessary technical and organizational measures to prevent data protection incidents (e.g. breach, loss, unauthorized access to files containing personal data). In the event of an incident, we keep a log of the incident to verify the necessary measures and to inform the data subjects. This log will include the amount of personal data, the number of individuals affected by the data protection incident, the time, circumstances, impact and measures taken to prevent the incident, as well as other information required by applicable data protection law.

Our company has concluded a data processing contract with NetHotelBooking Kft. in which it undertakes to apply the data protection and data processing guarantees prescribed in the data processing contract in the event of further use of data processors and to ensure the lawful processing of personal data by the data processor.

6. COOKIE MANAGEMENT

The Data Controller places a small data package, called a cookie, on the user's computer in order to provide a personalized service, and reads it again on subsequent visits. When the browser returns a previously stored cookie, the cookie handler has the possibility to link the current visit of the user with the previous ones, but only in relation to its own content.

Purpose of data processing: user identification, tracking, differentiation from other users, identification of the user's current session, storage of data provided during the session, prevention of data loss, web analytics, personalized service.

Legal basis for data processing: the consent of the data subject.

Scope of data processed: identification number, date, time and the previously visited page. Data retention period: maximum 90 days.

More information on data processing: The user can delete the cookie from his own computer or disable the use of cookies in his browser. For managing cookies, there is usually an option to enable/disable cookies or tracking in the Tools/Settings menu of the browser under the Privacy/History/User Defined Settings menu.

Possible consequences of not providing data: inability to use the services described in points 2-5 above.

7. WEBSITE SERVER LOGGING

When you visit the nethotelbooking.net website, the web server automatically logs the user's activity.

Purpose of data processing: During your visit to the website, the provider records visitor data in order to monitor the functioning of the services and prevent misuse.

Legal basis for data processing: Article 6 (1) f) of the GDPR. Our company has a legitimate interest in ensuring the secure operation of the website.

Type of personal data processed: identification number, date, time, address of the page visited.

Data retention period: maximum 90 days.

Name of the data processor	Headquarters	Description of data processing activities
NetHotelBooking Kft.	Boksa tér 1/A, 8200 Veszprém	Recording of visitor data and information necessary for the operation of the server

Other information: our company does not link the data resulting from log file analysis with other information and does not attempt to identify the user. The page titles visited and the date and time information are not sufficient to identify the data subject. However, in conjunction with other data (e.g., the data provided during registration), they are suitable for enabling conclusions to be drawn about the user.

Data processing in connection with logging by external service providers:

The HTML code of the portal contains links to external servers that are independent from our company and refer to external servers. The server of the external service provider is directly connected to the user's computer. We would like to point out to our visitors that the providers of these links may collect user data (e.g. IP address, browser, operating system data, mouse pointer movements, address of the visited page and time of the visit) through the direct connection to their server and direct communication with the user's browser. An IP address is a sequence of numbers that uniquely identifies the computers and mobile devices of users accessing the internet. IP addresses can be used to geographically locate the visitor using the respective computer. The page titles visited and the date and time information are not sufficient to identify the data subject. However, in conjunction with other data (e.g., the data provided during registration), they are suitable for enabling conclusions to be drawn about the user.

8. OTHER DATA PROCESSING

In this information we provide information about the data processing operations not listed here in the data collection. We inform our customers that certain authorities, public service providers and courts may contact our company for the purpose of disclosing personal data. Our company will only disclose personal data to these entities if the entity has specified the exact purpose and scope of the data, to the extent necessary to achieve the purpose of the request, and if the fulfilment of the request is required by law.

9. METHOD OF STORING PERSONAL DATA, DATA SECURITY

Our computer systems and other data storage are located at our headquarters and on servers leased from the data processor. Our company selects and operates information technology tools for the processing of personal data in a manner that ensures that the data processed:

- a) are available to authorized persons (availability);
- b) are authentic and authenticated (authenticity of data processing);
- c) are demonstrably unchanged (data integrity);
- d) are protected from unauthorized access (data confidentiality).

We pay special attention to the security of the data and take the necessary technical and organizational measures and establish the necessary procedures to ensure the guarantees of the GDPR. We protect the data through appropriate measures, in particular against unauthorized access, modification, transmission, disclosure, deletion or destruction, as well as accidental loss, damage and inaccessibility due to changes in the technology used.

Both our company and our partners' computer systems and networks are protected against computer-assisted fraud, computer viruses, computer intrusions and denial-of-service attacks. The operator also provides security with server and application level protection procedures. The data are backed up daily for security. To prevent data protection incidents, our company takes all possible measures in the event of such an incident – in accordance with our incident response policy – to minimize the risks and limit the damage immediately.

10. RIGHTS OF THE DATA SUBJECTS, REMEDY

The data subject may request information on the processing of his/her personal data and request the rectification of his/her personal data or, with the exception of compulsory data processing, its erasure or withdrawal, and exercise his/her right to data portability and opposition at the time of data collection or at the contact details of the data controller above.

Upon the data subject's request, we shall provide the information electronically without undue delay, but no later than within 30 days, in accordance with our applicable regulations. We will comply with the data subjects' requests to exercise the following rights free of charge.

Right to information:

Our company shall take appropriate measures to provide data subjects with all information regarding the processing of their personal data pursuant to Articles 13 and 14 of the GDPR, as well as any communication pursuant to Articles 15 and 34 of the GDPR, in a concise, transparent, intelligible and easily accessible form, in plain and simple language and in a precise manner.

The right of access may be exercised in writing via the contact details mentioned in point 1. At the request of the person concerned – after proof of identity – the information can also be provided orally. We would like to point out to our customers that in the event that our employees have doubts about the identity of the data subject, we may request the provision of information necessary to confirm the identity of the data subject.

The data subject's right to information:

The data subject has the right to obtain feedback from the data controller as to whether his/her personal data are being processed. If the processing of personal data is in progress, the data subject has the right to access the personal data and the information listed below.

- The purposes of data processing;
- the categories of personal data of the data subject;
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, including in particular recipients in third countries (outside the European Union) and international organizations;
- the intended period for which the personal data is to be stored;
- the right to rectification, erasure or restriction of data processing and the right to object;
- the right to lodge a complaint with a supervisory authority;

- information about the data sources; the fact of automated decision-making, including profiling, and meaningful information about the logic involved and the significance and likely consequences of such data processing for the data subject.

Furthermore, in case of transfer of personal data to a third country or an international organization, the data subject shall have the right to obtain information on the appropriate safeguards in relation to the transfer.

Right to rectification:

According to this law, anyone can request the correction of inaccurate personal data and the completion of incomplete data in our company.

Right to erasure:

If one of the following grounds applies, the data subject has the right to request the erasure of his/her personal data without undue delay:

- a) the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- b) the data subject withdraws the consent on which the processing is based and there is no other legal ground for the processing;
- c) the data subject objects to the processing and there are no overriding legitimate grounds for the processing;
- d) the personal data have been processed unlawfully;
- e) the personal data must be erased for compliance with a legal obligation under the law of the European Union or the law of the Member States to which the controller is subject;
- f) the personal data have been collected in connection with the provision of information society services.

The erasure of data cannot be initiated if the processing of personal data is necessary for the following purposes:

- a) exercise of the right to freedom of expression and information;
- b) for compliance with a legal obligation to which processing is subject under the law of the European Union or the law of the Member States to which the controller is subject, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- c) for reasons of public interest in the field of public health, for archiving purposes in the public interest, scientific or historical research purposes, or for statistical purposes;
- d) or for the assertion, exercise or defense of legal claims.

Right to restrict data processing:

At the request of the data subject, we restrict the processing of personal data under the conditions set out in Article 18 of the GDPR, as follows:

- a) the accuracy of the personal data is contested by the data subject, in which case the restriction shall apply for a period enabling the controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the data subject objects to the erasure of the personal data and requests instead the restriction of their use;
- c) the controller no longer needs the personal data for the purposes of the processing, but the data subject needs them for the establishment, exercise or defense of legal claims; or
- d) the data subject has objected to the processing, in which case the restriction shall apply until it is established whether the legitimate grounds of the controller override those of the data subject.

Where data processing is subject to restriction, personal data may be processed only with the consent of the data subject or for the purpose of asserting, exercising or defending legal claims or protecting the rights of another natural or legal person or for reasons of substantial public interest of the European Union or a Member State, except for storage. The data subject must be informed in advance of the lifting of restrictions on data processing.

Right to data portability:

The data subject has the right to obtain the personal data he or she has provided to the data controller in a structured, commonly used and machine-readable format and to transmit those data to another controller. Our company can comply with the request of the data subject in Word or Excel format.

Right to object:

If personal data are processed for direct marketing purposes, the data subject shall have the right to object at any time to processing of personal data concerning him or her for such purposes; this also applies to profiling, insofar as it is related to such direct marketing. If the data subject objects to the processing of personal data for direct marketing purposes, the personal data will no longer be processed for these purposes.

Automated decision-making in individual cases, including profiling:

The data subject shall have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him/her or similarly significantly affects him/her. The above rights do not apply if the processing of personal data

- a) is necessary for the performance of a contract between the data subject and the controller, or for the performance of actions at the data subject's request prior to the conclusion of a contract;
- b) is necessary on grounds of the law of the European Union or the Member State to which the controller is subject and which provides for appropriate measures to safeguard the rights and freedoms and legitimate interests of the data subject;
- c) is necessary for the protection of the vital interests of the data subject or another natural person; or
- d) is based on the explicit consent of the data subject.

Right of withdrawal:

The data subject has the right to withdraw consent at any time. The withdrawal of consent shall not affect the lawfulness of the data processing that was based on the consent prior to its withdrawal.

Procedures:

The data controller shall inform the data subject without undue delay, and in any event within one month of receipt of the request, of the measures taken pursuant to Articles 15-22 of the GDPR as a result of the request. If necessary, this period may be extended by another two months, taking into account the complexity of the request and the number of requests. The data controller shall inform the data subject of any extension of the time limit within one month of receipt of the request, stating the reasons for the delay.

If the data subject has made the request by electronic means, the information shall be provided by electronic means, unless the data subject requests otherwise.

If the controller fails to act on the data subject's request, he must inform the data subject of the reasons for the delay without undue delay and in any event no later than one month after receipt of the request. The controller shall also inform the data subject of his/her right to lodge a complaint with the supervisory authority and of his/her right to a judicial remedy.

The data controller shall inform all recipients to whom the personal data have been disclosed of the rectification, erasure or restriction of processing, unless this proves impossible or involves a disproportionate effort. The data controller shall inform the data subject of those recipients upon request.

Compensation and damages:

Any person who suffers material or non-material damage as a result of a breach of the Data Protection Regulation shall be entitled to compensation from the data controller or data processor for the damage suffered. The data processor shall be liable for damage caused by data processing only if it fails to comply with the obligations imposed on data processors by law or if it disregards or contravenes the lawful instructions of the data controller. If several data controllers or several data processors or both the data controller and the data processor are involved in the same data processing and they are liable for damage caused by the data processing, each data controller or data processor shall be jointly and severally liable for the entire damage.

The data controller or processor shall be exempt from liability if it can prove that it is in no way responsible for the event causing the damage.

Right to appeal to court and the procedure of the data protection authority:

If the rights of the data subject are violated, he/she may turn to a court. In this case, the court will act with emergency.

You may file a complaint with the Hungarian National Authority for Data Protection and Freedom of Information.

Address of the authority: Szilágyi Erzsébet fasor 22/C, 1125 Budapest, mailing address: 1530 Budapest, P.O.: 5.
Telephone: +36-1-391.1400
Email: ugyfelszolgalat@naih.hu