

## COMPLAINT MANAGEMENT RULES

Company Name: AssistIT Global Kft.

Headquarters: 2475 Kápolnásnyék, Kazinczy Ferenc Street. 22-30. 1st floor

Business Registration Number: 07-09-029118

Tax number: 26374008-2-07

E-mail: assistitkft@gmail.com

hereinafter referred to as the Company

transparent, in accordance with the uniform rules of the concerned \ t  
Manage and investigate complaints effectively to manage and investigate  
about his way of doing things.

This policy is based on the CLV of 1997 on Consumer Protection. and the General Data  
Protection Regulation (GDPR).

The complainant's data are contained in CXII of 2011 on Information and Self-Determination  
and Freedom of Information. (hereinafter referred to as Info Act).

### THE MANAGEMENT PROCEDURE FOR COMPLAINTS

Methods of notification

Oral complaint

The oral complaint should be investigated immediately and remedied as necessary.

If the Participant disagrees with the handling of the complaint, or if it is not possible to  
investigate the complaint immediately, the Company may  
takes note of its position on the matter without delay.

The Company shall be required to provide a copy of the report  
in the case of a verbal complaint made personally, to hand over to the Affiliate,  
in the case of an oral complaint communicated by telephone or other electronic  
communications service, at the latest at the same time as the substantive reply to the Data  
Subject, and in any other case, shall act on the written complaint.

In case of telephone complaint handling, telephone communication with telephone customer  
service must be recorded by voice recording and the audio recording must be performed for  
5 (five) years.

preserved. Voice recording must be brought to the attention of the customer at the start of  
the telephone administration.

At the customer's request, the audio recording must be heard  
in addition, a certified record of the phonogram shall be made available free of charge within  
fifteen days.

The Company is obliged to make an oral complaint by telephone or electronic  
communications service

with an identification number. The introduction of a unique identification number helps to  
trace the complaint. This number should also be communicated to the affected person.

The record of the complaint must include:

Name, address of the affected party,

the place, time and method of lodging a complaint,  
a detailed description of the complainant's complaint, a list of the documents, documents and other evidence presented by him, the Consumer Protection Act breaks down the oral complaint personally,  
or any other form of oral complaint. Based on regulation  
Obligations of the Companies are clear, so verbal (eg by phone or  
You must also report a complaint about Skype).

the Company's statement relates to the Complaint's complaint  
where it is possible to investigate the complaint immediately,  
the signature of the person concerned, except for an oral complaint made by telephone or other electronic communications service,  
the place, time of recording,  
In the case of an oral complaint made by telephone or other electronic communications service, the unique identification number of the complaint.

In case of an oral complaint, the Company is obliged to provide the Data Subject for the following complaints:

a) personally:

Opening hours in the room open to the person concerned  
time:

Address: 1097 Budapest, Könyves Kálmán krt. 12-14. green sector II.  
floor 5th doorbell

Opening hours: 8:30 to 17:00

b) by phone: + 36-70-933-3786

Monday to Friday until 16:30.

Written complaint

The written complaint shall be submitted to the Company after receipt of the complaint 30 within thirty (30) days, he must respond in writing, make a substantive reply and take action to disclose it.

A shorter deadline may be set by law, with more time limits set by law. The Company must state the reasons for rejecting the complaint.

The Company shall keep a record of the complaint and a copy of the response for 5 (five) years and present it to the control authorities upon request.

In the event of a complaint being rejected, the Company is obliged to inform the Person concerned in writing of its complaint, by its nature, which authority or conciliation body may initiate proceedings.

The complaint should not only be answered within 30 (thirty) days, but should also be provided to the party concerned.

The requirement of writtenness may be met by letter, e-mail or fax, as well as by any other means which enables the recipient to store the data addressed to him for a reasonable period of time for the purpose of the data, and the stored data in unchanged form and content display.

By proxy:

The client may also act through a proxy, the proxy may only be represented if the proxy is contained in a public deed or in a private document with full probative value.

## 2. Registration of the complaint

The Company keeps a register of the complaints and the measures for their settlement and resolution. The register contains:

a description of the complaint, the event or fact which is the subject of the complaint, the date of submission of the complaint,

a description of the action to resolve or resolve the complaint, the reasons for its refusal, the deadline for the completion of the action and the name of the person responsible for implementation;

the date of the complaint.

The complaint and the response to it must be kept for five years.

## 3. Remedies

In the event of a complete or partial rejection of the complaint or failure to comply with the 30 (thirty) day deadline for responding to the complaint, the Affected Person shall:

may:

1) If the complaint is related to a data controller's refusal to provide information, rectification, blocking or deletion related to data management, the National Authority for Data Protection and Information Freedom may be contacted.

Name: National Authority for Data Protection and Information

Headquarters: 1125 Budapest Szilágyi Erzsébet fasor 22 / c.

Postal address: 1530 Budapest, Pf. : 5.

Email: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

Phone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

Website: <http://naih.hu>

2) With the contract, its validity, its legal effects and and the breach of contract and its legal effects

in the event of a dispute relating to the dispute, the Arbitration Board procedure may be used initiated.

Name: Budapest Conciliation Body

Headquarters: 1016 Budapest, Krisztina krt. 99th

E-mail: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

Telephone: (1) 488-2131

Fax: (1) 488.2186

Website: <http://bekeltet.hu/>

3) District offices in consumer protection authority cases

act.

4) Customer who is not a consumer, complains to the Company after submitting a complaint, the court has jurisdiction and you can go to a court with jurisdiction ([www.birosag.hu](http://www.birosag.hu)).

**ENTRY INTO FORCE**

This policy is for 2018.06. 28 days into force.