ON-SITE CONSUMER INFORMATION

Private individuals and business customers may book a visit or shop in person at 7622 Pécs, Siklósi út 22/2, Hungary. Booking only organises the visit and does not reserve products or prices, constitute an order, or create a contract. The consumer selects and buys the product on site.

Consumer prices displayed at the premises include VAT and mandatory charges. The Seller issues a receipt or invoice.

The statutory 14-day withdrawal right does not automatically apply to fault-free goods purchased in person. Any voluntary exchange or return policy will be stated at the time of purchase.

Mandatory consumer conformity rules apply. For new goods, a consumer's statutory conformity claim is generally subject to a two-year limitation period. The one-year B2B claim period does not restrict consumer rights.

Complaints: info@karmagloves.com; +36 70 428 0280. Written consumer complaints are normally answered within 30 days. Consumers may contact the Baranya County Arbitration Board, 7625 Pécs, Majorossy Imre u. 36, Hungary; info@baranyabekeltetes.hu; https://www.baranyabekeltetes.hu, or the board competent for their residence.

PRIVACY NOTICE

1. Controller

MANUAL Divat Kft.; 7622 Pécs, Siklósi út 22/2, Hungary; company registration number 02-09-080328; tax number 23922932-2-02; info@karmagloves.com; +36 70 428 0280. No separate data protection officer has been appointed.

2. Processing activities

Activity	Main data	Purpose and legal basis	Retention
Website and security logs	IP, time, URL, browser/device and error data	security and operation; legitimate interest, GDPR 6(1)(f)	logs 90 days; backups 30 days
Registration	company and tax data, contact name, email, phone, account data, verification result	pre-contract steps for sole traders; legitimate interest for corporate contacts; legal obligation where applicable	rejected: 90 days; active account: while active; inactive account may be removed after 2 years with notice
Order and contract	contact, billing/delivery data, items, prices, tax, notes, correspondence, statuses, payment, accepted GTC version	pre-contract steps/contract, legitimate interest for corporate contacts, legal obligation	unpaid expired request: 1 year; contract/correspondence: at least 5 years; accounting support: 8 years

Activity	Main data	Purpose and legal basis	Retention
Invoicing/accounting/bank	billing, tax, invoice, credit note, bank and transaction data	contract and legal obligation	at least 8 years
Delivery	consignee name, address, phone, email, parcel data	contract or legitimate interest	aligned with order records; carriers also apply their own notices
Claims and repairs	order/contact data, complaint, photographs, examination, remedy and refund	contract, legal obligation and legal-claim interest	5 years after closure; accounting data 8 years; litigation until final closure
Contact	name, company, email, phone, message	pre-contract steps or legitimate interest	1 year if no contract, otherwise relevant longer period
Amelia appointment	name, email, phone, appointment, visitor type, optional company/tax number and note	pre-contract steps or legitimate interest	90 days after visit/cancellation unless linked to a transaction or claim
Analytics	online identifiers, device/browser, pages, events, source, approximate location	consent, GDPR 6(1)(a)	GA user/event data 14 months
Maps and reCAPTCHA	technical, device and interaction data	consent under the planned setup	provider settings and final cookie scan
Cookie preferences	consent ID, categories, time, technical data	legal obligation and proof of consent	approximately 1 year under final CMP settings

Company details that do not identify a natural person are not personal data. Sole-trader, representative, employee, contact and consignee data may be personal data. Please do not submit special-category data in free-text fields.

3. Recipients and processors

Data may be made available as necessary to Mazuri Marketing Kft. (WordPress/WooCommerce development, hosting and administration), ACWS Informatikai Szolgáltató Kft. (server, SMTP and infrastructure), Billingo Technologies Zrt. (invoicing), SHS Kft. at shs@shskft.hu (accounting), Erste Bank Hungary Zrt. (banking), GLS General Logistics Systems Hungary Kft. and TNT Express Hungary Kft./FedEx (delivery), Google Ireland Limited (consent-based Analytics, Maps and reCAPTCHA), the finally selected cookie consent provider, the Amelia integration provider if any, and Microsoft Ireland Operations Limited and/or the operator of the company mail server according to actual use.

Processors must be bound by GDPR-compliant data processing terms. Carriers, banks, authorities and other recipients may also process data as independent controllers under their own legal duties.

4. International transfers

The primary server is in Hungary. International providers may process data outside the EEA or an adequate country. Transfers are based on an adequacy decision, the EU–US Data Privacy Framework where applicable, Standard Contractual Clauses or another GDPR-compliant safeguard. Further information may be requested at info@karmagloves.com.

5. Automated decisions

No solely automated decision with legal or similarly significant effect is made. Tax-number, registration and order approval include human review. Google Signals and advertising personalisation remain disabled.

6. Data security

Appropriate measures include access controls, named administrator accounts, strong passwords, minimum privileges, regular updates, backups, logging and HTTPS encryption. Multi-factor authentication should be mandatory for administrators. Data breaches are assessed, documented and notified where required by the GDPR.

7. Rights

Subject to legal conditions, individuals may request access, rectification, erasure, restriction and portability, object to legitimate-interest processing, withdraw consent at any time without affecting prior lawfulness, and lodge a complaint with a supervisory authority or court.

Requests: info@karmagloves.com. A response is provided without undue delay, normally within one month. Identity verification may be required.

Hungarian National Authority for Data Protection and Freedom of Information (NAIH): 1055 Budapest, Falk Miksa utca 9–11, Hungary; postal address 1363 Budapest, Pf. 9; ugyfelszolgalat@naih.hu; +36 1 391 1400; https://www.naih.hu.

COOKIE NOTICE

The website uses cookies and similar technologies. Strictly necessary technologies may operate without consent. Functional, analytics and other non-essential technologies may load only after prior, category-specific consent.

The first banner layer must offer equally visible Accept and Reject choices. Non-essential categories must be off by default, and preferences must remain accessible for later change or withdrawal.

Final consent management platform: COMPLIANZ

Google Analytics and Tag Manager may operate only after analytics consent, using Google Consent Mode Basic. GA retention is 14 months; Google Signals and advertising personalisation remain off. Google Maps loads only after functional consent. reCAPTCHA loads only after the required consent under the planned configuration, and a non-Google alternative must remain available. Google Fonts are served locally.

The cookie list in the Hungarian section forms part of this English notice. Before launch, it must be finalised using a scan of the completed live website, including the selected translation plugin and any Amelia technologies.
