



KGM
Made in Korea

AutoWallis
DRIVING TOGETHER

Privacy Notice

Customer satisfaction survey related to the KGM

Effective from 01.03.2025

Version number: 1.1



1. Introduction

AW Distribution Kft., the exclusive domestic distributor of the KGM brand, a member of the AutoWallis Group, as the data controller (hereinafter referred to as the "**Controller**") is committed to the safeguarding and protecting the rights of its customers and all persons who have contact with it (hereinafter referred to as the "**Data Subject**") in relation to personal data.

The Data Controller describes to the Data Subjects the details of the data processing it carries out in connection with the customer satisfaction survey related to the KGM brand in this Privacy Notice (hereinafter referred to as the "**Notice**").

Please note that the information in this Notice only applies to data relating to natural persons.

1.1. Data controller and contact details

Name: AW Distribution Kft.
Registered office: 2040 Budaörs, Szabadság utca 117.
Registration number: 13-09-174957
E-mail address: info@kgmhungary.hu

1.2. Data Protection Officer and contact details

The Data Controller, together with other companies belonging to the AutoWallis group, employs a joint data protection officer under the authorisation of Article 37(2) GDPR.

E-mail address: privacy@kgmhungary.hu

1.3. Purpose of the Notice

The purpose of this Notice is to answer the following questions.

- what personal data we collect about you when we process your personal data,
- for what purpose and on what legal basis we do this,
- how long the personal data is stored,
- if we transfer them to someone else,
- what rights and remedies you have in relation to the processing.

2. Customer satisfaction surveys

Purpose and legal basis for data processing

As part of our quality assurance, the purpose of data processing is to get our customers' opinion about the quality of the service we provide or the product they buy. Legal basis for processing - Article 6(1)(f) GDPR - is the legitimate interest of the Data Controller in quality assurance and the conduct of related surveys.

The data controller carried out an interest balancing test in relation to the processing for legitimate interests, the result of which led to the conclusion that the processing could be started.

You have the right to object to the processing of your personal data based on legitimate interests at any time.

Categories of personal data processed

- Name

- Identifier
- Fact and date of response
- The answers you give and any data you provide to us when you complete the survey.

Source of data

Personal data is obtained directly from the data subject.

The retention period of the personal data

Until you object to the processing, but no later than 5 years after the contractual relationship between us or the last contact.

Data processors

Our subcontractors who may have access to personal data are contractually guaranteed to comply with our instructions on data processing and the applicable data protection standards.

- A market and customer's satisfaction survey company (ClientFirst Consulting Kft.)
- IT service provider
- Cloud storage service provider

Profiling or automatic decision-making

We do not use profiling or automated decision-making in our data processing.

Recipients of data transfers

AutoWallis Plc.

3. Rights of data subjects

As a data subject, you have the right to request information about the processing of your personal data and access to such data. You also have the right to request the rectification, erasure or withdrawal of your personal data, except for mandatory processing. Furthermore, you may exercise your right to data portability by contacting us at the above contact details (**1.1. and 1.2.**). You may object to processing based on legitimate interest at any time.

Upon receipt of your request, we will provide you with the information you require without delay, but no later than one month after receipt of the request. This service is provided free of charge unless the request is deemed to be unfounded or excessive.

Right to be informed

We provide information about the details of data processing in a concise, transparent, understandable and easily accessible form, in clear and plain language. This document has been written for that purpose.

The right of access

You have the right to receive feedback from us on whether your personal data is being processed. If you provide us with appropriate proof of your identity and we process your personal data, you have the right to be informed of the details of the processing and to receive a copy of your personal data.

Right of rectification

Any data subject may request the rectification of personal data that we hold about him or her that is inaccurate.

for any reason, or the completion of incomplete data. We may ask for an additional information to ensure accuracy.

Right to erasure (right to be forgotten)

You are entitled to request the erasure of your personal data if one of the following grounds applies:

- the personal data are no longer necessary for the purposes for which they were collected;
- if you withdraw your consent and there is no other legal basis for the processing;
- if you object to the processing and there are no other legitimate grounds for the processing which override the objection;
- the unlawful processing of personal data has been established;
- we are under any other legal obligation to delete it.

Right to restriction of processing

You can request the restriction of the processing of your personal data in the cases set out in the GDPR. For example, for the time it takes to verify the disputed accuracy of personal data or if you request the retention of data that would otherwise be deleted in order to pursue a legal claim.

If the processing is subject to restriction, the personal data will only be stored and processed beyond storage in exceptional cases. We will inform you in advance of the lifting of the restriction on processing.

Right to object

You have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data based on the legitimate interests of the Controller. As Data Controller, we may only continue to process your data where there are compelling legitimate grounds for doing so or where it is necessary to pursue legal claims.

4. Procedural rules, legal remedies

If you exercise your right as a data subject under the previous chapter, we will inform you of the action we have taken or, if not taken, of the reasons for not taking action without undue delay and in any event within one month of receipt of the request. If necessary and taking into account the complexity of the request and the number of requests, this time limit may be extended by two months. We will inform you of the extension, stating the reasons for the delay, within one month of receipt of the request.

If you submit your request to us in any form, we will respond by e-mail unless you specifically request otherwise.

We will inform all recipients to whom or with whom we have disclosed your personal data of any rectification, erasure or restriction of processing we have carried out, unless this is impossible or involves a disproportionate effort. We will inform you of these recipients upon request.

As a data controller, we handle, record, process and transmit the personal data of Data Subjects in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council, the General Data Protection Regulation ("GDPR"), and other legal provisions and recommendations of public authorities on data protection.

If you believe that your right to informational self-determination has been violated, you can file a complaint with your local supervisory authority.

Furthermore, if you consider that the Data Controller is processing your personal data in violation of the legal provisions governing the processing of personal data, you may also initiate legal proceedings before the competent court of your place of residence or residence.