

GENERAL TERMS AND CONDITIONS FOR CERTAIN ELECTRONIC SERVICES AND BUSINESS APPLICATIONS

1. GENERAL DATA, CONTACT DETAILS 3
2. DEFINITIONS 3
3. INTRODUCTORY PROVISIONS 5
4. REGISTRATION 6
4.1. SIMPLE REGISTRATION 6
4.1.3. Activating the registration 7
4.1.4. Special provisions to be applied for an organisation with simple registration 8
4.2. VERIFICATION OF SIMPLE REGISTRATION 8
4.2.1. General provisions 8
4.2.2. Verification related to registration for natural persons 8
4.2.3. Verification related to registration for economic organisations 9
4.2.3. 9
5. LOG IN 10
6. USER NAME 11
7. PASSWORD HANDLING 11
8. E-MAIL ADDRESS HANDLING 11
9. TAX NUMBER HANDLING 12
10. PROCESSING USER DATA 12
10.1. GENERAL DATA PROCESSING 12
10.2. HANDLING AUTHORISATIONS 12
10.3. OTHER PROVISIONS RELATED TO PROCESSING USER DATA 13
11. CUSTOMER OBLIGATIONS 14
12. EXCLUSION OF LIABILITY 14
13. COPYRIGHT 15
14. SUSPENSION, MAINTENANCE 15
15. SUBMITTING AND HANDLING COMPLAINTS 15
15.1. GENERAL PROVISIONS 15
15.2. OTHER PROVISIONS RELATED TO SUBMITTING AND HANDLING COMPLAINTS 16

1. GENERAL DATA, CONTACT DETAILS

1) Name and address of service provider
Magyar Posta Zártkörűen Működő Részvénytársaság
Registered office: 1138 Budapest, Dunavirág utca 2-6
Postal address: Budapest 1540
Company registration number: 01-10-042463
Tax number: 10901232-4-44
Group identification number: 17784083-5-44

2) Contact details of the central customer service

	Private Customer Service	Business Customer Service
Customer Service in person	1062 Budapest, Teréz körút 51-53.	
Postal address	3512 Miskolc	
Telephone number	06-1-767-8282	06-1-767-8272 Thursday 5 p.m. to 8 p.m. on +36-1-767-8282
Fax number	06-46-320-136	
E-mail	ugyfelszolgalat@posta.hu	uzleti.ugyfelszolgalat@posta.hu
Hours for phone service	Monday to Wednesday and Friday 8 am to 5 pm, Thursday 8 am to 8 pm	
Hours for customer service in person	Monday 7 a.m. to 7 p.m., Tuesday to Friday 8 a.m. to 4 p.m.	

Other contact details of the central customer service are given on the web page Customer Service.

3) The electronic contact details of Magyar Posta Zrt. (hereinafter referred to as "Magyar Posta") are www.posta.hu/international_main and the Magyar Posta Application (hereinafter referred to as the "Application") in IOS and Android operating systems.

2. DEFINITIONS

1) e-Identification (hereinafter referred to as “e-Identification”)
A digital framework service that can also be accessed through the www.posta.hu interface which makes the electronic identification services provided by the Government (e.g. Ügyfélkapu+ (Client Gateway+), DÁP (Digital Citizen Programme)) accessible, enabling the use of the registration-based services described in these GTC.

2) Natural person identification data
The data that together clearly identify a natural person, which are:

a) given name(s) and surname (or given name(s) and surname at birth);
b) place of birth;
c) date of birth;
d) mother's given name and surname at birth.

3) Registered Customer
A legal person or economic or other organisation (hereinafter together referred to as the “organisation”) or natural person who registered on the www.posta.hu/international_main page or in the Application prior to the use of the postal electronic services and certain business applications (hereinafter referred to as "Central Registration") and gave the details necessary for registration, which have been checked and accepted by Magyar Posta after the Customer confirmed the registration based on the activation e-mail sent to the e-mail address given by the Customer in the course of registration within the period of validity stated in the e-mail. As a result of the registration the Customer has a user name and password for use on the page and/or in the Application.

4) Checking the right of representation (based on a database)
Verification of a Registered Customer's authorisation to act through the electronic administration service provided by the Government, which involves checking the right of statutory representation based on the data of the Company Register and the Register of Sole Traders, and checking transactional representation based on the data of the Register of Instructions (RoI).

5) Representative of an organisation or of a legal person
A natural person who

a) is authorised, verified by official documents, to act on behalf of an organisation, and thus is authorised to make binding agreements for or to act as the general representative of the organisation, and any other natural person authorised to act based on a specific document granting authorisation in accordance with the specimen authorisation provided in Annex 5;
b) the official representative of an economic organisation based on the result of checking the right of representation in the database.

5/1) Method of representation:

a) independent: representative of the given economic organisation with sole powers;
b) joint: authorisation of more than one natural person to represent the given economic organisation jointly and defined in respect of each other;
c) limited: authorisation to represent a range of matters specified by the given economic organisation independently or jointly with appointed natural person(s).

5/2) Type of representation:

a) statutory: general authorisation to represent specified by law;
b) transactional: representation based on authorisation, thus, for example, authorisation to represent a range of matters in accordance with the statement given to the Register of Instructions (RoI) granted by the given economic organisation to a natural person.

6) Person authorised to use electronic services
A natural person who, based on an instruction by the organisation's main representative and in accordance with its contents, is permitted to use the electronic services and business applications described in these GTC on behalf of the organisation.

7) Main representative
The representative of an organisation or legal person in accordance with paragraph 5) and a natural person appointed by the representative and granted admin authorisation who is authorised to perform the activities described in paragraph 4) of point 4.2.3.1 of these GTC.

8) Messaging Interface
A simple electronic messaging system provided by Magyar Posta for Registered Customers through which system messages related to the operation of the system are made available to the Customer and a unified interface is provided for certain electronic services.

9) Central Web Registration (hereinafter referred to as the "CWR")
That part of the electronic postal framework system maintained by Magyar Posta for the operation of the Central Registration which ensures the registration and verification of Customers, handling their authorisations and the storage of their data.

10) Status
The status of a natural person which indicates the capacity the person is acting in as a Registered Customer in the Central Registration when the natural person is simultaneously authorised to act both in his or her own name and as a representative on behalf of an organisation. Prior to acting, the appropriate status (natural person or the representative of an organisation) with which the natural person intends to use the services described in these GTC must be chosen.

11) Agreement code
An identifier used by Magyar Posta for the administration of the data of separate written contracts. When entering authorised persons acting on behalf of organisations in the CWR, Magyar Posta connects authorised representatives with the appropriate agreement code of organisations.

3. INTRODUCTORY PROVISIONS

1) The rules applicable to the use of certain electronic services (hereinafter referred to as "eServices") and certain business applications offered by Magyar Posta and accessible following Central Registration on the www.posta.hu/international_main page and in the Application are contained in these GTC (hereinafter referred to as "GTC"), accessible on Magyar Posta's website under General Terms and Conditions. The general rules applicable to the registration necessary to use the eServices and certain business applications, and those applicable to the use of the eServices and certain business applications are described in this main text, while the special rules for the eServices are given on separate PRODUCT SHEETS, and those for the business applications in a separate guide.

2) The terms and conditions specified in the main text of these GTC apply to the use of all eServices and certain business applications described in Annex 1 published on Magyar Posta's website noting that, should there be other contractual conditions or conditions of use to be applied simultaneously for some eServices in addition to the provisions specified in the main text, such as concluding a separate written contract, data protection provisions and special liability rules, those will be given in the separate PRODUCT SHEET for the eService in question as well as in the separate guide on the business applications concerned.

3) With the exception of concluding a contract in accordance with point 4.2.3.1, the contract is concluded in a non-written form by the natural person Customer who registers electronically in Hungarian or English on the online interface accessible in Hungarian and English in order to access the eServices and certain business applications provided by Magyar Posta and accepts the provisions of these GTC and, if necessary for using a particular eService, the contents of the separate PRODUCT SHEET. The technical condition of using the online interface is the use of one of the supported browsers (Chrome v63, Firefox v57, Safari v11, Microsoft Edge v95 or higher versions of these). With the exception of concluding a contract in accordance with point 4.2.3.1, the contract concluded is not recorded. With regard to contracts concluded by a Customer who is an organisation, the provisions of point 4.2.3.1 shall apply.

4) By registering and prior to activating the registration, the Customer declares that he or she is aware of and accepts the provisions of these GTC and agrees to be bound by them.

5) Magyar Posta may unilaterally amend the GTC without explanation or notification at any time provided that the changes do not affect an ongoing registration. Magyar Posta shall publish the amendment to the GTC – not including the entry into force of separate PRODUCT SHEETS containing special rules for newly introduced eServices or of annexes related to the use of certain business applications – at least 8 days before the changes enter into force by posting the notice about the change on its website.

6) In matters not regulated by these GTC, Hungarian law, in particular the provisions of Act V of 2013 on the Civil Code (hereinafter referred to as the "Civil Code") and, for consumer contracts, Act CLV of 1997 on consumer protection will govern. Magyar Posta processes personal data it acquired in connection with performing the eServices and business applications pursuant to these GTC as a data controller observing the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter referred to as the "General Data Protection Regulation").

7) Magyar Posta's privacy statement and information on data processing is published on Magyar Posta's website under Privacy Notice. Further provisions relating to the special data processing of the eServices and certain business applications are given in the separate PRODUCT SHEETS and in separate information published on Magyar Posta's website.

4. REGISTRATION

1) In order to access the eServices and the business applications, registration is required. Dependent on the use of the eServices and the business applications, there are two levels of registration:

a) simple registration;
b) verification of simple registration.

2) The table in Annex 1 provides information about the eServices and the business applications ensured by Magyar Posta according to the level of registration. If the eService and the business applications linked to the verification of simple registration are used by a natural person who is registered in accordance with subpoint a) of paragraph 1) for his or her own use or on behalf of an organisation, the service fees related to the eService and the business applications must be settled simultaneously with use through a payment transaction by bank card.

3) To access certain business applications on behalf of an organisation by natural persons acting for that organisation, registration as described in sub-point b) of paragraph 1) is required if the organisation wishes to use these business applications in relation to services featured in the organisation's written contract concluded in accordance with the Postal Services GTC and if, under Annex 1 of these GTC for Electronic Services, the verification level required to use the service necessitates this.

4) To access certain business applications on behalf of an organisation by natural persons acting for that organisation, at least registration as described in sub-point a) of paragraph 1) is required if the information given in the table in Annex 1 provides for the option of use.

5) Magyar Posta may suspend the provision of the service and block access in the event that illegal use by the Registered Customer is perceived while using the web page.

6) By accepting these GTC, the Customer acknowledges that, in the event of Customer access being blocked, the Customer's right to access the services will cease. After deletion, re-registration is required before the Registered Customer can use the eServices and certain applications linked to registration again in the future.

7) The details of the Registered Customer given at the time of registration can also be viewed through the separate electronic ACCESS (Profile Center) made available on Magyar Posta's website and changes can be made to them considering any provisions of these GTC to the contrary.

4.1. Simple registration

4.1.1. Simple registration by natural persons

1) In the course of simple registration, a natural person must complete an online form available on the www.posta.hu/international_main website, on which the natural person's name must be given as well as the user name, e-mail address and a text-enabled mobile phone number that the natural person wishes to use to access the eServices and the business applications available through registration.

2) After entering and confirming data in accordance with paragraph 1), the acceptance of the GTC must be ticked.

3) The same e-mail address may only be used once for registration.

4) Magyar Posta may refuse any request for registration if any of the individual data that must be given for registration are already recorded in the system or the Customer gives insufficient data on the registration form, or if the data or circumstances indicate that the purpose of registration is not the proper use of the www.posta.hu/international_main page.

4.1.2. Simple registration by an organisation

1) In the course of registration by a natural person who is registered in accordance with point 4.1.1, an online form accessible on www.posta.hu/international_main must be completed.

2) On the form the following information must be provided:

a) the name of the organisation;
b) the personal data of the main representative of the organisation if this person is not identical with the natural person described in paragraph 1);
c) the tax number and/or registration number of the organisation if it has one (if it does not, this fact must be indicated on the form);
d) the registered seat of the organisation and separate billing details if the billing address differs from the address of the registered seat;
e) the e-mail address by which the organisation is to be contacted and the mobile number suitable for receiving SMS text messages through which the eServices and the business applications accessible through registration are intended to be used.

3) After entering and confirming data with regard to the organisation as described in paragraph 2), the acceptance of the GTC must be ticked.

4) If the simple registration for the organisation is not done by the natural person who is registered in accordance with point 4.1.1, after the steps described in paragraphs 1) to 3) the registration must be activated in accordance with paragraph 2) of point 4.1.3. of the GTC.

4.1.3. Activating the registration

1) Magyar Posta will make the settings required to use the eServices and certain business applications within 15 days of registration based on the data given by the Customer on the registration form described in paragraph 1) of point 4.1.1 or within 15 days of the handover of documents based on the written contract initiated on the basis of paragraph 1) of point 4.2.3.1. In order to activate the registration, the Customer must log in on the interface that opens by clicking the single-use link given in the activation e-mail sent to the e-mail addresses given by the Customer. The link is valid for 15 days from the day of sending.

2) If prior to the use of the eServices as described in paragraph 3) of point 4.2.3.1 the organisation's main representative as described in paragraph 2) and/or paragraph 7) of point 4.2.3.1 or another natural person authorised by the organisation or the natural person performing the organisation’s simple registration in accordance with point 4.1.2 did not have registration, Magyar Posta will perform the registration and settings required to use the eServices and certain business applications based on the data provided by the organisation. In order to activate the registration, the Customer must log in on the interface that opens by clicking the single-use link, which is valid for 15 days from the day of sending, given in the activation e-mail sent to the e-mail addresses given by the Customer, and then must change the single-use password provided by Magyar Posta for the password that he or she wishes to use in the long term.

4.1.4. Special provisions to be applied for an organisation with simple registration

1) Magyar Posta ensures the expansion of the range of natural persons using the eServices and/or certain business applications on behalf of an organisation registered in accordance with point 4.1.2 through the use of the “Send invitation” function after logging in to the user’s account using the data given at the time of the organisation’s registration.

2) After starting the function, the e-mail address of the natural person to be given authorisation to the use of the eServices and/or certain business applications on behalf of an organisation must be provided.

3) If the natural person thus invited is already registered in accordance with point 4.1.1 or 4.2.1 of the GTC, upon logging into the user’s account for the first time after accepting the invitation, the person must choose his or her status in order to be able to use certain eServices and/or certain business applications on behalf of the organisation.

4) If the invited natural person is not registered in accordance with point 4.1.1 or 4.2.1 of the GTC, he or she must first register after receiving the invitation and then activate the registration in accordance with point 4.1.3 of the GTC in order to be able to use certain eServices and/or certain business applications on behalf of the organisation based on the status chosen.

4.2. Verification of simple registration

4.2.1. General provisions

1) Natural persons who have

a) already assigned their MyPost Card to their user's account, or
b) verified their natural person identification data given for their user's account by one of the identification methods accessible through e-Identification

are deemed persons with registration verified by Magyar Posta based on their verification by means of e-Identification and their MyPost Card assignment.

2) Natural persons who are not yet deemed persons with verified registration based on paragraph 1) but wish to use an eService or business application which requires simple registration verification based on Magyar Posta's information given in the table in Annex 1 may do so by applying for a MyPost Card in accordance with the MyPost Loyalty Programme GTC and the identification linked to it and then assigning their MyPost Card to simple registration as described in point 4.1 of these GTC or by verifying their natural person identification data given for their user's account through e-Identification.

3) Natural person Registered Customers may only act in their own name, in person, when verifying their simple registration, and no authorisation can be accepted.

4.2.2. Verification related to registration for natural persons

1) For Registered Customers who have a MyPost Card, registration is verified after logging in through the single-use link sent in the activation e-mail and giving the natural person identification data in accordance with paragraph 2) of point 2 on the Profile page, and entering the single-use identification code received by text message sent to the mobile number given at the time of registration. The verification process can be started within 5 minutes of the text message being sent. If verifying the registration is not started within 5 minutes of the text message being sent, the verification process must be started anew.

2) Registered Customers who already have e-Identification registration verify themselves after logging in with the help of the single-use link given in the activation e-mail and giving the natural person identification data in accordance with paragraph 2) of point 2 on the Profile page in the course of being redirected to the e-Identification interface.

4.2.3. Verification related to registration for economic organisations

1) The use of eServices and the business applications by an organisation is only possible based on a written contract on this subject concluded between the organisation and Magyar Posta or based on the result of the electronic checking of the right of representation (based on a database), except for eServices and the business applications accessible by simple registration by an organisation in accordance with the table in Annex 1 provided that the fee for an eService subject to a fee and the business applications is settled simultaneously with use through a payment transaction by bank card.

4.2.3.1. Verification of an organisation's registration supported by an official document

1) If the organisation already has a written contract for the use of another service offered by Magyar Posta, when initiating the conclusion of the written contract referred to in paragraph 1), it is necessary to indicate this,

a) in the case of eServices, as a request made to the postal contact person;
b) in the case of certain business applications and eServices, adjusting to the requested application/eServices by sending the Data Sheet contained in Annex 4/A or 4/B from the e-mail address that is indicated as the data of the contact person registered by Magyar Posta, or
c) if the traditional, installed version of the MPL Address Label Maker is available, via the web form at posta.hu/online_cimiratkeszites, by entering the MPL Address Label Maker's activation code, completing the form in full, and submitting the request.

2) In the written contract required for the use of the eServices offered by Magyar Posta, the organisation must indicate at least one natural person who will act as the organisation's main representative with regard to the eServices. At the same time, there is the option of establishing authorisation for one or more natural persons to act on behalf of the organisation who, based on their authorisation with regard to using the eServices on behalf of the organisation, may perform tasks compliant with their level of authorisation.

3) When using the eServices after concluding the written contract, the organisation's main representative described in paragraph 2) as well as any other natural person(s) authorised by the organisation must familiarise themselves with and accept electronically the conditions of these GTC and the contents of the PRODUCT SHEETS concerning the eServices used by the organisation.

4) The organisation's main representative appointed on the basis of paragraph 2) is entitled to act on behalf of the organisation comprehensively and with full rights, and is solely authorised to do the following:

a) delete an authorisation;
b) assign an authorised representative;
c) delete or assign other main representatives;
d) initiate an amendment to the contract;
e) arrangements in connection with the concluded contracts;
f) on behalf of an economic organisation with a verified result following checking the right of representation based on the database in accordance with point 4.2.3.2
    fa) change certain data of the economic organisation;
    fb) delete the registration.

5) With regard to business applications and eServices, the changes to the registration described in subpoints b) and c) of paragraph 4) may also be made by the organisation's main representative through the separate electronic ACCESS made available on Magyar Posta's website rather than using the Data Sheet contained in ANNEX 4/A or 4/B but initiating an amendment to the contract in accordance with subpoint d) of paragraph 4) is only possible based on a notification sent to the adatmodositas@posta.hu e-mail address from the e-mail address marked separately for the organisation specifically for this purpose.

6) The Registered Customer specifically acknowledges that Magyar Posta will regard a request sent for the performance of an instruction with regard to the contents of sub-points d) to e) of paragraph 4) from the e-mail address given in the written contract to be a procedure initiated by the main representative of an organisation appointed under paragraph 2).

7) For the use of certain business applications on behalf of an organisation – on the condition given in paragraph 3) of point 4 –, first, adjusting to the requested application, the Data Sheet constituting Annex 4/A must be fully and completely completed in a true manner and sent to the e-mail address given on it. On the Data Sheet the organisation must mark at least one natural person as the organisation's main representative in respect of the given business applications. At the same time, there is the option of indicating authorisation for one or more natural persons to act on behalf of the organisation who, based on their authorisation with regard to using certain business applications on behalf of the organisation, may perform tasks compliant with their level of authorisation. The organisation's main representative is entitled to act on behalf of the organisation with full rights, and is solely authorised to perform the administrative activities listed in sub-points a) to c) of paragraph 4).

4.2.3.2. Verification of an organisation’s registration under the electronic administration service (based on a database)

1) Verification of the registration of an organisation with simple registration

a) during a procedure carried out by the representative of an organisation with an independent right of authorisation and granted admin authorisation who is identified by e-Identification and a main representative: by using the company verification function;
b) during a procedure jointly carried out by the representatives of an organisation with a joint right of authorisation who are identified by e-Identification and a main representative:
ba) by the representative of the organisation appointed to act first and granted admin authorisation and the main representative starting the company verification function process and then recording the e-mail address of the representative of the organisation authorised to act jointly and of the main representative;
bb) then by closing the process of the verification function based on the e-mail received by the representative authorised to act jointly and marked as a participant in the verification, in accordance with the above, appointed to act second and the main representative,

while explicitly declaring the acceptance of the contents of the GTC and the product sheet concerning the eServices by ticking it.

2) For economic organisations with a verified result after the checking of the right of representation, changing the company data (e.g. contact details) or deleting the registration is also possible online. If, however, the change affects the economic organisation’s tax number, this can only be done in the course of a new verification process.

3) The use of eServices and business applications which require the verified registration of an organisation pursuant to Annex 1 of the GTC is possible for an economic organisation based on a verified result following the checking of the right of authorisation after simplified registration.

5. LOG IN

1) Already registered Customers can log in using the "Enter" function, in accordance with their level of registration based on paragraph 1) of point 4, by entering their user name and password given during registration. When logging in, natural persons who verified simple registration through e-Identification may also use their log-in data related to verified simple registration.

2) The "Log in" function starts through the Enter menu point or by launching an eService or business application that requires logging in.

3) With simple registration, Registered Customers can enter Magyar Posta's eServices and the business applications using the appropriate form of logging in (www.posta.hu/international_main, App, Facebook, Google). Registered Customers only have the option to log in through additional means (Facebook, Google, e-Identification) other than www.posta.hu/international_main if they have registered previously and connected the two registrations.

4) After logging in, in accordance with their user rights based on their contractual relationship and potential status, Registered Customers may use certain accessible eServices and business applications.

5) In the event that a natural person has a verified simple registration as described in point 4.2 and is authorised to act on behalf of an organisation, the status intended to be used during the administration of affairs (hereinafter referred to as “choice of status”) must be chosen when logging in.

6. USER NAME

1) Apart from the formal requirements of the user name, whether the same identifier already exists in the database is also checked. An already existing user name cannot be used to register again but the same natural person may register several times using different user names. The user name must be a minimum of 6 characters long and must not contain special characters (e.g. @).

2) Registered Customers who registered several times using different user names may use eServices and certain business applications that do not require simple registration verification in accordance with the GTC by attributing these to their different user names, but if they wish to use

a) eServices and certain business applications that require simple registration verification in accordance with the GTC, or
b) any eService or a certain business application as the representative or main representative of an organisation or an authorised person in accordance with the GTC,

they can only do so with regard to the single user name registered by Magyar Posta in the Central Registration and the password belonging to it after performing the provisions of points 4.2.2 or 4.1.4.

3) Registered Customers who are accepted by Magyar Posta in the Central Registration both as a natural person and a representative or main representative of an organisation or an authorised person can enter the interface with the same user name for both statuses and, after choosing the user status required (process for the individual or on behalf of the organisation), can access the right platform for their chosen status.

7. PASSWORD HANDLING

1) A request to delete or modify the password given at the time of registration can be made by giving the identification data (given name and surname, user name, e-mail address, telephone number) through the contact details given in paragraph 2) of point 1. Rules for giving a password: minimum 8 characters long, and must contain upper-case and lower-case letters and numbers; the user name may not be given as the password. After ten unsuccessful log-in attempts the password for the given user name will be banned for a period of 24 hours. When another attempt is made to log in, the Registered Customer will be offered the "Forgotten password" option on a new screen through which they may ask for the ban to be lifted.

8. E-MAIL ADDRESS HANDLING

1) Apart from the formal requirements of the e-mail address, whether the same e-mail address already exists in the database is also checked as an already existing e-mail address cannot be used to register

again. A request to change the e-mail address given at the time of registration can be made by giving the following identification data – given name and surname, user name, e-mail address, telephone number – through the contact details given in paragraph 2) of point 1.

2) Customers who are deemed to be persons having a verified simple registration who are accepted by Magyar Posta in the Central Registration both as a natural person and a representative of an organisation can arrange their affairs using different e-mail addresses given in the course of coordinating their data and phone number for each status, and these will be handled automatically by the system dependent on their choice of status. Registered Customers who have already registered as a natural person can use their e-mail address given through their registration as a natural person in order to make the system settings related to the organisation's authorisation described in paragraph 2) of point 4.2.3.1 or for appointing a main representative or they can give a separate e-mail address for such cases that is appropriate for their status as a representative, which can be used thereafter in relation to their role as the representative of the organisation.

9. TAX NUMBER HANDLING

1) When verifying an economic organisation by checking the right of representation, Magyar Posta checks whether the tax number given in the Central Registration has been registered before because the same tax number may only feature on two occasions (based on the separate written contract concluded in accordance with point 4.2.3.1 and verification based on the database in accordance with point 4.2.3.2).

10. PROCESSING USER DATA

10.1. General data processing

1) After logging in, Registered Customers can change their registered data freely with the exception of their identification details. As regards changing any of the personal data provided in the course of registration, information is given in the Privacy Notice published on Magyar Posta's website.

2) Registered Customers who are deemed to be persons accepted by Magyar Posta in the Central Registration both as a natural person and as a representative or main representative of an organisation or an authorised person may use a different phone number for each status, and these will be handled automatically by the system dependent on their choice of status.

10.2. Handling authorisations

1) Only the representative granted admin authorisation and the main representative is entitled to handle and delete authorisations in accordance with the contents of paragraph 2) or 3) and paragraphs 7) or 8).

2) For an organisation with a separate written contract, the main representative

a) uses the Data Sheet in Annex 4/A to provide the natural person identification data in accordance with paragraph 2) of point 2 of the organisation's representative to be authorised as well as the e-mail addresses and telephone number(s) for the choice of status as a natural person or the organisation's main representative and the agreement code of the written contract for which the authorisation is being granted. The Data Sheet must be sent to Magyar Posta from the e-mail address of the contact person registered with Magyar Posta. If an e-mail address has already been recorded in the Central Registration related to a natural person status and the natural person identification data related to this registration are identical with data given for the authorisation, the authorisation may only be assigned to the organisation. If, in accordance with the provisions of paragraph 2) of point 8, a separate e-mail address is given for the status as a

representative of an organisation, such e-mail addresses can be assigned to each authorised representative in accordance with the intention of the main representative of the organisation when handling authorisations, or

b) if the traditional, installed version of the MPL Address Label Maker is available, enters the information requested on the natural person form via the posta.hu/online_cimiratkeszites web form, together with the activation code for the MPL Address Label Maker program.

3) For an organisation with simple registration, the organisation's representative with admin authorisation and the main representative only need to provide the e-mail address of the person they wish to authorise.

4) Based on the contents of paragraphs 3) and 4), Magyar Posta sends a letter containing the information necessary to activate the authorisation and a link to connect with the system to the e-mail address attributed to the person to be authorised. The person to be authorised must log in on the interface that opens by clicking the single-use link given in the e-mail.

5) The person authorised in accordance with the contents of paragraphs 2) and 4) will be deemed as a person attributed to the organisation and appropriately verified in the Central Registration by Magyar Posta, and a person authorised in accordance with the contents of paragraphs 3) and 4) may be deemed as an appropriately verified authorised person by verification through e-Identification or applying for and the related verification of a MyPost Card or by assigning an existing MyPost Card.

6) For Customers who have already registered as a natural person, Magyar Posta forwards messages related to setting the organisation's authorisation or making the system settings related to appointing the main representative in accordance with paragraph 2) of point 4.2.3.1 as follows:

a) messages related to the Customer's status as a natural person are sent to the separate e-mail address given for the natural person status;
b) messages related to authorisation to represent the organisation are sent to the separate e-mail address given for the main representative or other authorised representative status.

7) For an organisation with a separate written contract, the main representative sends a Data Sheet in accordance with Annex 4/A from the e-mail address of the contact person registered with Magyar Posta to indicate the authorisations according to agreement codes to be deleted. If all the authorisations according to agreement codes of an organisation's representative are deleted, the former representative will lose completely all the authorisations with regard to the use of the eServices and business applications and the right to represent that organisation.

8) For an organisation with simple registration, the organisation's representative with admin authorisation and the main representative can change or delete authorisations related to the organisation through the separate electronic ACCESS (Profile Center) made available on Magyar Posta's website.

10.3. Other provisions related to processing user data

1) It is not possible for Customers to amend data given during the verified registration for natural persons described in paragraph 1) of point 4.2.1 in the Central Registration. If it becomes necessary for a Registered Customer to change such data

a) and the Registered Customer performed the verification of the simple registration in accordance with sub-point b) of point 4.2.1, the data may only be changed by deleting the verification and simultaneously carrying out a new simple registration together with the process of verification using the appropriate new data.
b) and the Registered Customer performed the verification of the simple registration in accordance with sub-point a) of point 4.2.1, the amendment of the contract concluded with Magyar Posta to

this end must be initiated in accordance with the provisions of the MyPost Loyalty Programme GTC.

2) The natural person identification data of natural persons acting on behalf of an organisation can be changed

a) by the main representative by sending a completed Data Sheet in accordance with Annex 4/A from the e-mail address of the contact person registered with Magyar Posta if the organisation does not have verified registration in accordance with paragraph 1) of point 4.2.1 and thus its data featuring in the Central Registration are only available based on the appointment described in paragraph 2) of point 4.2.3.1;
b) by making the changes directly through the separate electronic access (Profile Center) made available on Magyar Posta's website if the organisation has verified registration in accordance with paragraph 1) of point 4.2.1.

3) In the event of a request differing from the changes of data described in paragraphs 1) and 2), this can be indicated at the customer service using the contact details given in paragraph 2) of point 1 of these GTC.

11. CUSTOMER OBLIGATIONS

1) Browsers are able to save user names and passwords required to use different websites. For security reasons, the storage of log-in data in the browser is not recommended and they should be treated in a way that prevents access by others. It is the Customer's obligation to choose a password, if possible, that is not an existing word and is not connected to the registered person; passwords should be complicated and changed frequently.

2) The maintenance of the data of natural persons acting on behalf of an organisation and ensuring that the data recorded in the Central Registration are up-to-date is the responsibility of the organisation (main representative).

12. EXCLUSION OF LIABILITY

1) The use of the Central Registration presumes that the Registered Customer is aware of and accepts the possibilities and restrictions offered by the Internet. The Registered Customer notes that it is the Customer's responsibility to assess the potential risks related to browsing and registration, and to ensure the safe use of his or her computer and the protection of the data stored in it. Magyar Posta is not liable for damages caused by force majeure or other events beyond its control including but not exclusively damages arising from or caused by:

a) a delay in forwarding information;
b) a software fault or an error in the Internet network, or other technical defect,
c) a fault in the line or system.

2) On the website www.posta.hu/international_main there are options to go onto other websites via links. By navigating to these, the Registered Customer accesses pages maintained by other service providers where Magyar Posta has no influence over the processing of personal data, and Magyar Posta bears no liability whatsoever for the information and data published on the related web sites.

3) Magyar Posta bears no liability whatsoever for the following:

a) for any damage or harm that can be traced back to any abuse caused by the use of the user name and password given in the course of registration by a person other than the registered natural person;

b) for any damage or harm that can be traced back to any abuse caused by accessing messages sent to the e-mail address or mobile phone number given in connection with the verified registration by a person other than the registered natural person;
c) for the authenticity of the identity of the main representative or the natural persons authorised to use the eServices and business applications on behalf of the organisation, and for their actions on behalf of the organisation;
d) in relation to the application of the provisions of point 4.2.3.1, for any damage or harm that can be traced back to any abuse related to the decision made by the natural person authorised to represent the organisation about appointing the main representative or another natural person to have authority to act on behalf of the organisation;
e) for system use activities falling under the exclusive authorisation of the main representative in accordance with paragraph 4) and/or 7) of point 4.2.3.1 as well as for, or due to, any shortcomings or lack of care in their performance and performing data maintenance in accordance with paragraph 2) of point 10, or for any damage or harm that can be traced back to failure to do these;
f) for any online arrangement of affairs or administration that contradicts the organisation's interests performed by any authorised representative of the organisation on the basis of the authorisations specified by agreement codes;
g) for ensuring the potential e-Identification related to verified registration and for any damage or harm arising from interruptions of access to the central registers used for checking the database for rights of authorisation or from the process based on the data of these databases.

13. COPYRIGHT

1) The content of the website and forms and related documents used by Magyar Posta in relation to registration may only be used, printed, reproduced, published, disseminated, stored, transferred or used in any way for public or commercial purposes beyond the scope and purposes of fair personal use in whole or in part with the prior written permission of Magyar Posta.

14. SUSPENSION, MAINTENANCE

1) Magyar Posta excludes liability for the Central Web Registration's inappropriate or incomplete operation during its suspension or period of maintenance.

2) Magyar Posta will inform Customers of any planned maintenance works on the www.posta.hu/international_main page or the electronic interface accessible through the Application carried out in relation to the use of the eServices or certain business applications as well as to the preceding preliminary registration in the form of a system message posted on the www.posta.hu/international_main page in advance, at least 1 day before the planned maintenance work, unless the separate Product Sheet provides otherwise.

15. SUBMITTING AND HANDLING COMPLAINTS

15.1. General provisions

1) Unless these GTC or the separate Product Sheet provide otherwise, Customers can also submit complaints in person while arranging their affairs at postal service outlets at any time during opening hours by entering a comment into the Complaints Book available there, or, if using the mobile post service, during the mobile post's period of stay at the designated access point.

2) Complaints and objections received by customer service by phone and electronic means (e-mail, posta.hu) are recorded, advising Customers of this at the start of the call. Magyar Posta keeps the voice

recording for 5 years and at the Customer's request, free of charge, within 30 days of receiving a request to this effect, will

a) ensure that the voice recording can be listened to at the customer service points given in paragraph 2) of point 1;
b) make an electronic copy of the voice recording available (at most once for each recording).

3) Magyar Posta keeps an electronic register of complaints and objections submitted in accordance with paragraphs 1) and 2) and the method of dealing with them. Magyar Posta retains the complaints and objections and the answers to them for 3 years. The date of entering a complaint or objection in the register is the date the complaint or objection is uttered in the case of verbal complaints and objections, and the date of receipt by Magyar Posta for written complaints and objections.

4) For written complaints and objections, Magyar Posta informs the Customer of the result of the investigation in writing within 30 days of being notified of the complaint unless the separate PRODUCT SHEET provides otherwise.

5) If a Customer who is classified as a consumer under Act CLV of 1997 on consumer protection (hereinafter referred to as the "Consumer Act")[1] does not accept the answer to a complaint or objection, or Magyar Posta does not reply to the complaint or objection within the given deadline, the Customer may turn to the Government office with competence based on his or her permanent or temporary place of residence with regard to the complaint.
6) In order to provide for the out-of-court settlement of any disputed matter arising in relation to the complaint or objection, the Customer classified as a consumer under the rules of the Consumer Act applying to arbitration boards[2] may also turn to the Arbitration Board with competence for the area where the Customer's permanent or temporary place of residence (or seat) is located. The address of the Budapest Arbitration Board with competence for the area where Magyar Posta's seat is located is 1016 Budapest, Krisztina krt. 99.

15.2. Other provisions related to submitting and handling complaints

1) Customers may also notify Magyar Posta of a potential change in their data that can be made in accordance with the provisions of these GTC and the separate PRODUCT SHEETS as well as of any complaints or objection related to an eService or business application used by completing the online form given in Annex 3 as appropriate and sending it by electronic means to one of the contact details given in paragraph 2) of point 1.

[1] A consumer under Section 2 (10) of Act CLV of 1997 is a natural person acting for purposes falling outside his or her profession, individual occupation or business activity who purchases, orders, receives or uses goods, or is the recipient of commercial communication or commercial offers related to goods, or an undertaking when acting as a customer defined under Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC (hereinafter referred to as "Regulation (EU) 2018/302").
[2] In the application of rules pertaining to conciliatory councils, with the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, apart from the above, a consumer may also constitute a non-governmental organization, ecclesiastical legal entity, condominium, housing cooperative acting for purposes falling outside its profession, individual occupation or business activity who or which purchases, orders, receives or uses goods, or is the addressee of commercial communications or commercial offers related to the goods or is the addressee of commercial communications or commercial offers related to the goods, as well as micro, small or medium-sized enterprises (hereinafter referred to as "SMEs") which use public services or, within the scope of retail activities as defined by the Trade Act, purchase, use or utilise products, or are the addressee of commercial communications or commercial offers related to such products.