

Privacy Policy

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This Privacy Policy explains how our Company collects, uses, stores, and protects your personal data when you visit our website, use our online store, or otherwise interact with our services. We are committed to safeguarding your privacy and ensuring that your personal data is handled in compliance with applicable data protection laws, including the General Data Protection Regulation (EU) 2016/679 ("GDPR").

1. Principles of Data Processing

When processing your personal data, our Company adheres to the following principles:

- Personal data is processed lawfully, fairly, and in a transparent manner.
- Data is collected only for specified, explicit, and legitimate purposes and is not further processed in a manner incompatible with those purposes.
- Data collected is adequate, relevant, and limited to what is necessary for the purposes for which it is processed.
- Data is accurate and kept up to date; inaccurate data will be erased or rectified without delay.
- Data is stored in a form which permits identification of the data subject only for as long as necessary.
- Appropriate technical and organizational security measures are applied to protect data against unauthorized or unlawful processing, accidental loss, destruction, or damage.

We process your personal data based on:

- Your prior, informed, and voluntary consent;
- Legal obligations applicable to us;
- Our legitimate interests or those of third parties, such as ensuring the operation, development, and security of our website and webshop.

2. Who We Are

Company name: Monster Cleaning Kft.

Registered office: 1064 Budapest, Podmaniczky utca 57./2.em.14.

Phone: +36 30 787 3108

Email: hello@greenhugo.com

Tax number: HU26135834

Company registration number: 01-09-303798

We are not required to appoint a Data Protection Officer under Article 37 GDPR.

Hosting provider:

Rackhost Zrt., 6722 Szeged, Tisza Lajos körút 41.

Data processors we use include:

- **Rackhost Zrt.** – IT and hosting services
- **iLogistic Kft.** – logistics and courier services
- **aBekkerek Kft.** – accounting and tax services
- **Switch Marketing Kft.** – database maintenance, reporting

Any changes to our list of processors will be updated in this Privacy Policy.

3. What Personal Data We Collect

Depending on how you use our website and webshop, we may process the following categories of data:

- **Website visits:** IP address, date and time of visit, visited pages, operating system and browser type – for functionality, security, and statistical purposes.
- **Registration:** name, email address, login details – for account creation and management.
- **Purchases and webshop services:** name, billing and shipping address, phone number, email, purchase details (products, quantity, price, time), payment data (payment method, bank account number, transaction details), tax number (if applicable).
- **Customer service & complaints:** name, contact details, correspondence, and any information you voluntarily provide.

We only request personal data where it is necessary for registration, purchase, or customer communication.

4. Legal Basis for Processing

We process personal data based on one or more of the following legal grounds:

- **Consent** (Art. 6 (1) a GDPR) – e.g. newsletter subscription, account registration.
- **Performance of a contract** (Art. 6 (1) b GDPR) – e.g. processing and fulfilling webshop orders.
- **Legal obligation** (Art. 6 (1) c GDPR) – e.g. accounting and tax requirements.
- **Legitimate interest** (Art. 6 (1) f GDPR) – e.g. IT security, fraud prevention, service development.

5. Purpose of Processing

We process your personal data for the following purposes:

- To ensure the proper and secure operation of our website and webshop.
- To register and manage user accounts.
- To process, deliver, and fulfill webshop orders.
- To issue invoices and comply with accounting obligations.
- To provide customer service and handle complaints.
- To analyze shopping habits and improve our services.

- To send service-related notifications (e.g. downtime, updates).

6. Data Retention

We store personal data only as long as necessary:

- **Website visitor data:** up to 36 months.
- **Account registration data:** until account deletion or withdrawal of consent.
- **Purchase data:** for the duration of the webshop's operation, but no longer than withdrawal of consent.
- **Contracts:** 5 years (civil law limitation period).
- **Invoices and accounting documents:** 8 years (statutory retention).
- **Complaints and customer service data:** 5 years.

7. Sharing of Personal Data

We only share your data with third parties if:

- It is necessary for the performance of a contract (e.g. delivery partners).
- We are legally obliged to do so (e.g. tax authorities).
- It is necessary to enforce our legitimate interests.

Recipients may include courts, public authorities, or supervisory authorities when legally required.

8. Cookies

Our website uses cookies (small text files stored on your device) to enhance functionality, analyze traffic, and improve user experience.

- **Strictly necessary cookies** – required for website operation, do not require consent.
- **Analytical/statistical cookies** – help us understand how visitors use our site.
- **Functional cookies** – remember user preferences.

You can disable cookies in your browser settings; however, some website functions may not work properly.

For more details, visit:

[Google cookies](#)

[Google Analytics Privacy](#)

9. Your Rights

As a data subject, you have the following rights:

- Right to information and access
- Right to rectification
- Right to erasure ("right to be forgotten")
- Right to restriction of processing
- Right to object to processing
- Right to data portability
- Right to withdraw consent at any time
- Right to lodge a complaint with a supervisory authority

Supervisory Authority in Hungary:

National Authority for Data Protection and Freedom of Information (NAIH)

Székhely: 1125 Budapest, Szilágyi Erzsébet fasor 22/c.

Website: <https://naih.hu>

10. Security Measures

We apply technical and organizational measures to protect your data, including:

- Controlled physical access to our offices.
- Regular staff training.
- Secure storage of paper documents.
- Encryption, password protection, and antivirus software.

While we take all reasonable steps to protect your data, please note that transmission over the internet can never be fully secure. We recommend you keep your account password confidential.

11. Changes to this Privacy Policy

We reserve the right to update or amend this Privacy Policy from time to time. Updates will be published on our website with a new effective date.

12. Contact Us

For questions or requests concerning your personal data, please contact us at:

hello@greenhugo.com

+36 30 787 3108

1064 Budapest, Podmaniczky utca 57./2.em.14.