Privacy Policy

1. Data processing performed by MÁV Passenger Transport Co. Customer Service

1.1. Data processing by MÁV Passenger Transport Co. in connection with complaints, reimbursement and compensation claims [1].

- List of partners (data processors) selling products of MÁV Passenger Transport Co. [2] (valid: June 15, 2023)

1.2. Data processing related to the operation of telephone customer service (MÁVDIREKT) [3]

1.3. Privacy policy on data processing related to the enforcement of claims against fined passengers by MÁV Passenger Transport Co.

1.4. Privacy policy on data processing related to the management of lost&found objects.

2. Data processing in connection with passenger transport services

2.1. Data processings in connection with the sale and control of tickets and passes
2.1.1. Privacy Policy on data processing by MÁV Passenger Transport Co. in online ticketing system (applicable from 1st June 2025) [4]

- Privacy Policy on data processing by MÁV Passenger Transport Co. in online ticketing system [5] (applicable until 1st of March 2024 - archive)
- Privacy Policy on data processing by MÁV Passenger Transport Co. in online ticketing system [6] (applicable until 19th of June 2024 - archive)
- Privacy Policy on data processing by MÁV Passenger Transport Co. in online ticketing system [7] (applicable until 1st of October 2024 - archive)
- Privacy Policy on data processing by MÁV Passenger Transport Co. in online ticketing system [8] (applicable until 31st of May 2024 - archive)

2.1.2. Data processing related to the sale of the national and county pass

2.2.Privacy policy on the data processing performed by MÁV Passenger Transport Co. in connection with the issuance and verification of the solidarity ticket *[9]*

2.3. Data processing in connection with the notification and fulfillment of special travel requests, especially in connection with ensuring the travel of people with reduced mobility. *[10]*

3. Data processing related to camera surveillance, asset protection and asset security

3.1. Camera surveillance performed by MÁV Passenger Transport Co. at the railway station, in the area open to public traffic, in the interior railway vehicles (on board and body cameras). *[11]*

3.2. Camera surveillance on the ticket machine operated by MÁV Passenger Transport Co. [12]

3.3. Data processing in connection with the investigation of crimes committed against passengers' property

4. Data processing related to requests and notifications submitted to MÁV Passenger Transport Co.

4.1. Data processing related to the exercise of data subject rights and the fulfillment of requests *[13]*

4.2. Data processing in connection with requests for information on data of public or data accessible on public interest *[14]*

4.3. Data processing in connection with the reporting of ethical and other integrity-violating events

5. Data processing by MÁV Passenger Transport Co. for communication and marketing purposes

5.1. Data processing related to the sending of MÁV Passenger Transport Co.'s newsletter.

6. Privacy policy - other data processing

6.1. Data processing on the website operated by MÁV Passenger Transport Co. (information on the use of "cookies").

6.2. General information related to the conclusion of contracts.

6.3. Information for individual data processings during the passenger service of MÁV Passenger Transport Co.

6.4. Privacy Policy on data processing in connection with the questionnaire published by MÁV Passenger Transport Co. *[15]*

6.5. Privacy Policy on data processing in connection with entering the Premium lounge of MÁV Passenger Transport Co. [16]

Forrás:https://www.mavcsoport.hu/node/97591

Hivatkozások

[1] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_customer_service_230928.pdf [2] https://www.mavcsoport.hu/sites/default/files/upload/page/list_of_partners_data_processors_230615.pdf [3] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_mavdirekt_24.06.24.pdf [4] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy-policy-online-ticket-purchasing-25.06.01.pdf [5] http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacypolicy.pdf [6] http://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_ots_2024.03.01.pdf [7] http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacy_policy.pdf [8] http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacy_policy_20241001.pdf [9] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy-policy-solidarity-ticket-25.08.05.pdf [10] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_special_travel_request_javitott.pdf [11] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_camera_surveillance.pdf [12] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_by_mavstart_zrt_during_the_operation_of_the_cameras_on_the_vending_machines.pdf [13] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_requests_of_data_subject_0.pdf [14] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_data_of_public_interest_0.pdf [15] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_mav-start_adria_ic_form.pdf [16] https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_premium_lounge.pdf