

Confidential once completed!

**Submission of application for assistance for passengers with disabilities and
passengers with reduced mobility**

Date of submission of application (year/month/day/hour/minute)	
Data of Applicant (travels of more than one passengers at a time need to be submitted on seperate application forms)	
Name	
Telephone number	
E-mail address	
Outward travel details	
Day of travel	
Departure time and number of train	
Station of departure	
Transfer station if relevant	
Station of arrival	
Inward travel details	
Day of return	
Departure time and number of train	
Station of departure	
Transfer station if relevant	
Station of arrival	
Other information	
Type of disability	
What kind of assistance is required?	
On which station(s) is the assistance required?	
Comment:	

I hereby declare that the data provided in the application are correct, I acknowledge the information I have been given. I hereby declare that by handing in the application I have read and understood the content of the Privacy Policy.

.....

signature of applicant

In case of application submitted in person:

Date:

Received:

.....

signature of recipient of the application

Privacy policy on data processing in connection with the notification (extract¹)

The Data controller's name and contact informations: MÁV-START Zrt. (headquarters:1087 Budapest, Könyves Kálmán krt. 54-60.; Co.reg.no.: 01-10-045551; e-mail: megrendeles@mav-start.hu; data protection officer: adatvedelem@mav-start.hu)

The Data Processor's name and contact informations: MÁV Szolgáltató Központ Zrt. (headquarters: 1087 Budapest, Könyves Kálmán krt. 54-60.; Co. reg. no.: 01-10-045838, e-mail: helpdesk@mav-szk.hu) and Care All Kft. (headquarters: 1121 Budapest, Törökbálinti út 15. A. ép. fszt.; Co. reg. no.: 01-09-727414).

The data subject: All persons who submit a request related to a special travel request (due to disability or reduced mobility)

Purpose of the data processing: Satisfaction the necessary conditions for special travel needs. Within this framework, the transfer of personal datas is necessary to MÁV Zrt., which participates in the organization of the trip, or rather, if the travel request also concerns the services of another railway company (in case of domestic travel to GYSEV, or in the case of international travel, the service provider of that country), personal datas will be transferred to the railway company involved in the execution of the journey.

The legal basis of the data processing: The fulfillment of the passenger transport contract between the data subject and the Data Controller [GDPR Article 6 (1)(b)], and the legality of the processing of special data (health data) are based on the Article 9(2)(b) of the GDPR, according to which processing is necessary for compliance with the obligations of the controller under Union and national law guaranteeing the social security of the data subject and for the exercise of the specific rights – namely the right of travel – of the data subject.

Duration of the data processing: 5 years from the date of fulfilment of the travel request

Information on data processing for purposes other than those for which it was originally intended: if the data subject reports his special travel request at the Data Controller's call center (MÁVDIREKT), however, after identifying the data subject, it has been established that the data subject has already reported a special travel request by phone within 5 years, the Data Controller will use the contents of the previous claim to facilitate administration. Thus during the recording of the new claim, it is not necessary to record again the data required to complete the claim again, instead the data stored in the system is reconciled and the new request will be recorded on this basis.

Recipient: the railway companies involved in the fulfillment of the special request such as MÁV Zrt. or GYSEV Zrt. in the case of domestic travel, and if the travel of the data subject is international, the personal data of the data subject, including special data (health data) will also be forwarded to the foreign railway company involved in the execution of the trip.

Rights of the data subject: the data subject has the right to request information from the Data Controller about the processing of his/her personal data, he/she may request the correction of his/her personal data, and – with the exception of mandatory data processing – he/she may request the deletion of his/her personal data or the limitation of data processing.

The available legal remedies to the data subject: if the data subject has a comment or complaint against the Data Controller's data management, please contact the Data Controller via one of the above mentioned contact details. In addition, the data subejct can file a complaint with the Hungarian National Authority for Data Protection and Freedom of Information at any of the contact details indicated below and initiate an investigation in the event of a violation of rights related to the processing of personal data. In case of any violation of the data protection rules or data subject's rights, the data subject can assert your claim in the relevant court.

The contact details of the Hungarian National Authority for Data Protection and Freedom of Information: headquarters: 1055 Budapest, Falk Miksa utca 9-11., Postal address: 1363 Budapest, Pf. 9., Telephone no.: (+36-1) 391-1400, Telefax no.: (+36-1) 391-1410, e-mail: ugyfelszolgalat@naih.hu

¹ The detailed information on data processing is available here under point 2.3.: [Privacy Policy | MÁV-csoport \(mavcsoport.hu\)](https://mavcsoport.hu)