PRIVACY POLICY

1. INTRODUCTION

The website pigeondoctors.com is operated by Vitál-Kontrol Kft. It is very important for us, to comply with current privacy laws. Below you will find a detailed description of data protection steps and data collection processes.
The data is managed by Vitál-Kontrol Kft. This company is responsible for the management of personal data.
Contact details:
Full legal name: Vitál-Kontrol Kft.
Email: info@pigeondoctors.com
Postal address: 6000 Kecskemét, Budai utca 8.

2. WHAT PERSONAL DATA ARE WE PROCESSING AND FOR WHAT REASONS?

Personal information is one that clearly enables an individual to be identified.
At pigeondoctors.com, we process the following personal information, with the exact legal basis indicated:

COMMUNICATION DATA

This includes any message that User submits to us through the Website, email, social media message or any other form of communication.

We process and retain this information in order to fulfill orders and provide a basis for decision in the event of any legal claim.

Our legal basis for processing this is the verifiable interest of the user in our activities, as manifested in the messages addressed to us.

BUYER DETAILS

This includes all information related to the purchase of goods and services, such as the buyer's name, shipping and billing address, e-mail address, telephone number, and details of the product purchased.

We process this information in order to successfully complete your orders and to maintain legally valid records of your purchases.

The legal basis for storing the data is the performance of the contract concluded between the User (buyer) and Vitál-Kontrol Kft.

USER DETAILS

This includes information generated when using the Website, which enables the technical operation of the Website, the security of the Website, the storage of user activity records, and the User's access to the most relevant content at all times.
The legal basis for the processing of the data is the User's clear interest in our activities, which is necessary for the securing and technical operation of the site.

TECHNICAL DATA

This includes information generated during the use of the Website, such as the IP address,

login information, browser information, page views, pageviews and navigation paths, number and time of page visits, time zones, and device information that the User views page.
The source of the data is our analytics software.
We process this information to analyze the User's habits on the site, to maintain the secure operation of our site, and to understand the usefulness of each of our marketing decisions.
The legal basis for the processing of data is the user's clear interest in our activities, which allows us to process this data in accordance with security requirements and use it to grow our business for more efficient operation.
MARKETING DATA
This includes visitor preferences on the kind of marketing content you are welcome to receive from us. We process this information to enable you to participate in sweepstakes and send advertising related to our products / services to which the user has expressed an interest.
From time to time, the information we collect may be used for purposes such as providing targeted, relevant ads on the Facebook ™ platform and various dynamic ad platforms, and measuring the effectiveness of the ads.
The legal basis for the processing of data is the user's clear interest in our business, which allows us to process this data in accordance with security requirements and use it to grow our business for more efficient operation.
We do not collect sensitive data such as ethnicity, religion, sexual life and orientation, political opinions and trade union membership or health background, genetic or biometric information in our activities.

3. HOW DO WE COLLECT DATA?
We may collect personal information in a way that is directly provided to us by the user (for example, by sending an order or sending a message).
In addition, certain information is automatically collected when you use the site, for example, by means of so-called "cookies" and similar technologies. They take effect only after the user's consent has been given.
Please see our Cookie Policy for more information.
We receive certain data from external partners such as analytics providers like Google (non-EU partner), ad networks like Facebook ™ (non-EU partner), or payment providers such as PayPal (non-EU partner) and Paylike.

4. PRACTICAL STEPS ON DATA PROTECTION
It is extremely important for Vitál-Kontrol Kft. To protect the data of the users and to comply with the regulations in force. Therefore, after a privacy impact assessment on this site, we have compiled a list of the data we collect, their necessity and legal basis, and its legal compliance.

We use SSL certification throughout the site (Let's Encrypt Authority X3 certification) to protect the information provided on the forms and generated on the page.
To protect the site from attack, we use premium security software (iThemes Security Pro) to protect stored data from so-called "brute force" and virus attacks.
Purchase and user information is stored in encrypted form (pseudonymized) in the site's databases and is not readable by third parties.
Through this Privacy Statement, we provide users with forms to request information about the processing of their personal information, to modify or delete their personal information.
From time to time, it is necessary for our business partners to provide data to our service partners (such as hosting company, courier company, newsletter software).

In such cases, we will always choose to meet the requirements of the GDPR Regulation and participate in the EU-US Privacy Shield for a US-based partner, and will sign a data-processing agreement to ensure that the data is handled responsibly.

5. MARKETING COMMUNICATION

Continuing marketing communication is essential for the business. The legal basis for this data management is to show interest in our services or express consent of the User.
Pursuant to the European Union Privacy and Electronic Communications Regulations (PECR), we send marketing messages to our Users if they have purchased from us or have explicitly consented to receiving marketing messages.

We will always allow you to suspend your consent, and unsubscribe from messages. At the bottom of each email, you'll find the link to unsubscribe, or request removal from the database at info@pigeondoctors.com..
You can still receive messages from us when you unsubscribe from marketing communications, but only to fulfill orders.

6. NOTE ON PERSONAL DATA

From time to time it is necessary to share certain personal information with certain partners in order to maintain our normal business:
-IT service providers, and IT systems troubleshooting and maintenance service providers
-Professional partners such as lawyers, accountants, bankers, insurers
-Government bodies that ask us to report on our activities
-Payment providers who handle credit card information securely
-Couriers who fulfill incoming orders to the specified shipping address

International data transfers

From time to time, we may need to share user information with partners outside the European Economic Area (EEA) in order to maintain our business.
In many cases, countries outside the EEA do not provide the same level of data protection, and therefore European law prohibits the export of data unless the appropriate conditions are met.
Whenever personal data is transferred outside the EEA, in addition to the steps discussed in section 4, we will do the following to ensure the safe handling of your data:
-Only transfer data to countries that the European Commission deems appropriate for data security.
-We use only US based services that are part of the EU-US Privacy Shield Initiative.
If the above is not fulfilled, we will explicitly consent to the users transferring the data. The consent may be withdrawn at any time.

Links to external sites

This page may from time to time contain links to external sites, or code snippets embedded within the site, that provide external services.
Clicking on these links or using embedded solutions may allow external partners to collect data about users.
While we make every effort to properly review partners, we have no control over their privacy policies and are not responsible for their privacy practices.

7. DURATION OF DATA MANAGEMENT

User data will only be stored for as long as our legal / accounting / reporting obligations make it mandatory or necessary to operate the service.
When deciding on the length of storage, we consider the amount, nature and sensitivity of the data and the potential impact of a leak in the event of a privacy incident.
For tax purposes, we need to keep customer billing and purchase records for at least 8 years to meet our legal obligations.
Under certain circumstances, data may be used in anonymised form for statistical purposes, in which case the data will be stored for an unlimited period of time without information.

8. VISITOR RIGHTS
As a citizen of the European Union, the General Data Protection Regulation (GDPR) provides users with the following rights:
a, Access to personal information
The Site User has the right to request a copy of his / her personal data stored by pigeondoctors.com. In general, the request will be executed free of charge, within 14 days of the request.
In the case of repeated, abusive, unjustified claiming of data, Vitál-Kontrol Kft. may charge a moderate amount for the provision of the data, and additional time may be required for providing the data.
In addition, Vitál-Kontrol Kft. Requests proof of identity prior to the release of the data in order to prevent misuse.
To request your personal information, please use the contact form below:

b, Modification of Personal Data
If personal data has been changed or entered incorrectly, the User has the right to request the data to be modified. To change your personal information, please contact us at info@pigeondoctors.com.
c, Request deletion of personal data
The User has the right to request the deletion of all personal data. The request will be completed free of charge within 14 days of the request. After you delete your personal information, the user account will not be accessible, and any purchased material will become inaccessible because the personal information associated with the user account is essential to access the service.
Vitál-Kontrol Kft. asks for proof of identity before deleting personal data in order to prevent misuse. Please use the contact form above to delete your personal information.

d, Requesting Limitations on the Processing of Personal Data
The User has the right to restrict access to his data to third parties (service partners) upon request. The service partners you wish to restrict may also be named at the time of the request. It is important to note that cooperation with certain service providers is essential for the operation of the site (eg Paylike as a payment service provider), so that if they are restricted, the services of the site will be inaccessible to the user.

Vitál-Kontrol Kft. requests proof of identity before restricting the transfer of personal data in order to prevent misuse. Please use the contact form above to restrict the transfer of your personal information.
The official data protection authority in Hungary is the National Data Protection and Freedom of Information Authority (NAIH).
Users can find out more about their privacy rights on the NAIH website.
National Data Protection and Freedom of Information Authority,
1125 Budapest, Szilágyi Erzsébet fasor 22 / C., Mailing address: 1530 Budapest, Pf .: 5.,
Phone: 06.1.391.1400,
Fax: 06.1.391.1410,
E-mail: ugyfelszolgalat@naih.hu
Website: http://www.naih.hu

9. ANONIMIZED DATA AND "COOKIES"
In the pigeondoctors.com, the Service Provider uses so-called "cookies" and similar technologies such as tracking codes, re-marketing tags, pixels, e-mail messages and advertisements. They shall not take effect until the User has given his consent.
These technologies help us better understand our users' behavior and interests, helping us to operate at a higher level and be more efficient.

Our goal is to make using pigeondoctors.com as user-friendly and personal as possible. If the User wishes to prohibit the recording of non-personal information by these technologies, it may do so in any of the following ways:

• with the Cookie warnings appearing on the site may block their loading

• disabling cookies in your browser

For more information about cookies and tracking codes on pigeondoctors.com, please see our Cookie Statement.