

Privacy and Cookies Policy

This Policy is applicable to the persons who are visiting our websites or are staying in business contact with us. Your personal data will be handled according to the General Data Protection Regulation (EU 2016/679 - GDPR) of the European Union.

Data controller: Orkrisz Kft.
Address: 1239 Budapest, Grassalkovich út 272-274.
VAT Nr.: HU 10749610
Registry Nr.: 0109165182
Telephone: +36 1 287 1056
E-Mail: info@orkrisz.hu

The websites owned by Orkrisz Kft. (including sub-domains):

www.chrisofix.hu, www.orkrisz.hu, www.orkrisz.net, www.orkrisz.eu, www.orkrisz.com, www.chrisofix.ch, www.chrisofix.net, www.bordatores.hu, www.bordasin.hu, www.ribfracture.eu, www.rippenbruch.eu, www.brokenribs.eu

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That's why we've developed this privacy and cookies policy, which:

- sets out the types of personal data that we collect,
- explains how and why we collect and use your personal data,
- explains when and why we will share personal data with other organisations,
- explains the rights and choices you have when it comes to your personal data.

Glossary

GDPR (General Data Protection Regulation): (EU) 2016/679 is the new regulation in EU law on data protection and privacy for all individuals;

Processing: any operation performed on personal data, whether or not by automated means, including collection, use, recording, etc.

Data Controller: the entity that determines the purposes, conditions and means of the processing of personal data;

Personal Data: any information related to a natural person or "Data Subject", that can be used to directly or indirectly identify the person;

Data Processor: the entity that processes data on behalf of the Data Controller;

Consent: freely given, specific, informed and explicit consent by statement or action signifying agreement to the processing of their personal data;

Personal Data Breach: a breach of security leading to the accidental or unlawful access to, destruction, misuse, etc. of personal data;

Recipient: entity to which the personal data are disclosed;

Third party: any natural or legal person, public authority, agency, or any other body other than the data subject, the controller, the processor, and the persons who, under the direct authority of the controller or the processor, are authorized to process the data.

Personal data we collect

This section tells you what personal data we may collect from you and your coworkers during business communication and visit of our website:

Personal details provided by you, when you enter in contact with us, including your postal and billing addresses, email addresses, phone numbers and date of birth and title.

Details of the e-mails and other digital communications we send to you that you open, including any links in them that you click on.

Your feedback and remarks in the questionnaire measuring customer's satisfaction.

How and why we use personal data?

Manage and improve our day-to-day operations:

- **Manage and improve our website**

We use cookies and similar technologies on our websites to improve your customer experience. Some cookies are necessary so you should not disable these if you want to be able to use all the features of our websites. You can disable other cookies but this may affect your customer experience. For more information about cookies and how you can disable them, see the cookies and similar technologies section.

Legal basis: legitimate interests

- **Help to develop and improve our product range, services, information technology systems, know-how and the way we communicate with you**

We rely on the use of personal data to carry out market research and internal research and development, and to improve our information technology systems (including security) and our product range and services. This allows us to serve you better as a customer.

Legal basis: legitimate interests

- **Detect and prevent fraud or other crime**

It is important for us to monitor how our services are used to detect and prevent fraud, other crimes and the misuse of services. This helps us to make sure that you can safely use our services.

Legal basis: legitimate interests

Contact and interact with you

Contact you about our services, for example by phone, email or post or by responding to social media posts that you have directed at us. We want to serve you better as a customer so we use personal data to provide clarification or assistance in response to your communications, and to inform you about the planned or already done changes in our products, services or our operation.

Legal basis: legitimate interests

Claims

In order to resolve legal claims or disputes involving you or us. For example, if you are not satisfied with our products or services or there is any incident. Legal basis: bringing or defending legal claims.

Our legitimate interest in using your personal data

Where we have mentioned above our use of your personal data is based on our "legitimate interests", these are:

- to service our customers' needs, including delivering our products and services;

- to promote and market our products and services;
- manage complaints and resolve any disputes;
- to protect and support our business, colleagues and customers;
- to prevent and detect anti-social behaviour, fraud and other crime;
- to test and develop new products and services as well as improve existing ones.

Sharing personal data with other organisations

Due to the fact that the manufacturer of Chrisofix® Orthoses produced by Orkrisz Ltd. is Chrisofix AG, operating in Switzerland, your data might be transferred to Switzerland which is recognized by the European Commission as a country offering an adequate level of data protection. Chrisofix AG is helping Orkrisz Ltd. In producing and selling the latest developments. Orkrisz Ltd. ensures that your data will be not passed on or sold to anyone else and we will take all the steps reasonably necessary for a secure treatment of them.

We may share personal data with other organisations in the following circumstances:

- if the law or a public authority says we must share the personal data or for the administration of justice;
- if we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud);
- where we restructure, sell or transfer our business (or a part of it). For example, in connection with a takeover or merger.

How we protect personal data?

We apply physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data; we protect the security of your information while it is being transmitted by encrypting it; we use computer safeguards such as firewalls and data encryption to keep this data safe; we only authorise access to employees and trusted partners who need it to carry out their responsibilities; we regularly monitor our systems for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security and we will ask for proof of identity before we share your personal data with you.

Despite using the adequate technical devices and organization tools in order to protect your personal data, please take into consideration that we cannot guarantee the security of the data you are sending to us through the Internet.

How long we use personal data for?

We will not keep your personal data longer than we need to, how long this depends on several factors, including:

- Why we collected it in the first place;
- How old it is;
- Whether there is a legal/regulatory reason for us to keep it;
- Whether we need it to protect you or us.

Marketing and customer's satisfaction survey

We will not send you offers and news about our products and services through automated marketing communication, only during our business communication. Should you wish not to receive in the future such information, you can easily stop it at any time by sending us an e-mail to info@orkrisz.hu or calling us (phone: +36 1 287 1056).

We would also like to hear your views to help us to improve our services and products, so we may contact you for market research purposes. You always have the choice about whether to take part in our market research. This is not only our interest but also our obligation, acting in the EN ISO 13485:2016 system. However, if we contact you about this, you do not have to take part in the activities. If you tell us that you do not want us to contact you for market research, we will respect this choice.

Cookies and similar technologies

We use cookies and similar technologies, such as tags and pixels (“Cookies”), to personalise and improve your customer experience as you use our Website. This section provides more information about Cookies, including how we use them and how you can exercise your choices about our use of Cookies.

How we use Cookies?

Cookies are small text files containing a unique identifier, which are stored on your computer or mobile device so that your device can be recognised when you are using a particular website. They can be used only for the duration of your visit or they can be used to measure how you interact with services and content over time. Cookies help to provide important features and functionality on our Website, and to improve your customer experience.

When you consent to Cookies on our Services, these may be used to do the following:

Improve the way our website works

- Cookies allow us to improve the way our Websites work so that we can personalise your experience and allow you to use many of their useful features.
- Cookies are helping us to understand their use, for example: you are informing us about the error messages you receive during browsing. These Cookies are collecting mostly anonym data.

Measuring the effectiveness of our marketing communications

Cookies can tell us if you have seen our website, and how long you have seen it. This information allows us to see which information you are more interested in. We also use Cookies to measure the effectiveness of our marketing communications.

Your choices when it comes to cookies

You can use your browser settings to accept or reject new Cookies and to delete existing Cookies. You can also set your browser to notify you each time new Cookies are placed on your computer or other device. You can find more detailed information about how you can manage Cookies through your browser’s help function. If you choose to disable some or all Cookies, you may not be able to make full use of our Websites.

Our website uses the following Cookies:

__utma

Used to distinguish users and sessions. The cookie is created when the javascript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.

__utmb

Used to determine new sessions/visits. The cookie is created when the javascript library executes and no existing __utmb cookies exists. The cookie is updated every time data is sent to Google Analytics.

__utmc

Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.

__utmz

Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the javascript library executes and is updated every time data is sent to Google Analytics.

__utmv

Used to store visitor-level custom variable data. This cookie is created when a developer uses the `_setCustomVar` method with a visitor level custom variable. This cookie was also used for the deprecated `_setVar` method. The cookie is updated every time data is sent to Google Analytics.

Subject access rights

You have the right to see the personal data we hold about you. This is called a Subject Access Request. If you would like a copy of the personal data we hold about you, please see the “How to contact us” section below.

Other data protection rights

In relation to your personal data, you also have the right to:

1. Have inaccurate information corrected

Summary of the right: if you believe we hold inaccurate or missing information, please let us know and we will correct it.

2. Object to our use of it

Summary of the right:

General objection – We will then consider your objection to our use of your personal data. If on balance, your rights outweigh our interests in using your personal data, then we will at your request either restrict our use of it (see section 3 below) or delete it (see section 4 below).

Objection in relation to direct marketing – If you make such an objection, we will stop using your personal data for direct marketing purposes.

3. Restrict our use of it

Summary of the right: There are several situations when you can restrict our use of your personal data, this includes (but is not limited to):

- you have successfully made a general objection (listed in section 2 above).
- you are challenging the accuracy of the personal data we hold.
- we have used your personal data unlawfully, but you do not want us to delete it.

4. Have us delete it

Summary of the right: There are several situations when you can have us delete your personal data, this includes (but is not limited to):

- we no longer need to keep your personal data;
- you have successfully made a general objection (listed in section 2 above);
- you have withdrawn your consent to us using your personal data (and we do not have any other grounds to use it);
- we have unlawfully processed your personal data.

5. Have us transfer or port a copy of it

Summary of the right: this is a new right in the EU, according to which the data subject shall have the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided.

If you would like to receive your data from us or would you us to send a copy about it to a third person, see the “How to contact us” section below.

6. Complain to the data protection regulator:

We’d like the chance to resolve any complaints you have; however, you also have the right to complain to the Hungarian and Swiss data protection regulator about how we have used your personal data.

Nemzeti Adatvédelmi és Információszabadság Hatóság (NAIH)

Address: Szilágyi Erzsébet fasor 22/C, 1125 Budapest, Hungary

Telephone: +36 1 3911 400

Website: <http://www.naih.hu/>

Federal Data protection and Information Commissioner (FDPIC)

Address: Feldeggweg, 3003 Berne, Switzerland

Telephone: +41 (0)58 462 43 95

Website: <https://www.edoeb.admin.ch>

More information on your Data Protection Rights

The NAIH and FDPIC websites also contain more detail on the data protection rights mentioned above, or if you would like to speak to us about these rights in more detail, see the “How to contact us” section below.

How to contact us

If you have any questions about how we collect, store and use personal data please contact us.

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Telephone: +36 1 287 1056

E-Mail: info@orkrisz.hu

A jelen változat 2018. május 25. napjától érvényes és hatályos. Utoljára frissítve: 2018. május 28.