

Website: <https://bachflowershop.eu/>  
E-Mail: [bachflowershop.eu@gmail.com](mailto:bachflowershop.eu@gmail.com)  
Phone: +36306124733  
Business name: Bliss to you Kft.

## Privacy notice

**Date of acceptance:** (2026.04.27.)

### Data owner

**Name:** Bliss to you Kft.

**Registered company headquarters:** Panorama Street 5, Leányfalu, 2016, Hungary

**Address for correspondence, complaint handling:** Panoráma street 5, Leányfalu, 2016, Hungary

**E-mail:** [bachflowershop.eu@gmail.com](mailto:bachflowershop.eu@gmail.com)

**Phone number:**+36306124733

**Website:** <https://bachflowershop.eu/>

### Hosting

**Name:**Rackhost Zrt.

**Address for correspondence:** 6722 Szeged, Tisza Lajos körút 41.

**E-mail:** [info@rackhost.hu](mailto:info@rackhost.hu)

**Phone number:** +36 1 445 1204

### Description of data processing in connection with the operation of the online store

This document contains all relevant information regarding data processing in connection with the operation of the web shop in accordance with the European Union's General Data Protection Regulation 2016/679 (hereinafter: Regulation, GDPR) and (CXII. tv.) (hereinafter: "infotv.").

### Information about the use of cookies

#### What is a cookie?

The data controller uses cookies when you visit the website. A cookie is a piece of information consisting of letters and numbers that our website sends to your browser to store certain

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settings, facilitate the use of our website, and help us collect some relevant statistical information about our visitors.

Some of the cookies do not contain any personal information and cannot be used to identify individual users, but some of them contain a unique identifier—a secret, randomly generated sequence of numbers—that is stored on your device and thus ensures your identification. The duration of each cookie is specified in the respective description of the cookie.

### **The legal background and legal basis of cookies:**

The legal basis for processing is your consent pursuant to Article 6(1)(a) of the Regulation.

### **Main features of the cookies used by the website:**

**Cookies that are strictly necessary for the operation of the website:** These cookies are invisible to you and enable you to use the basic functions of the website. Without them, many of the website's functions will not be available to you. The lifetime of this type of cookie is limited to the duration of the session.

**Cookie acceptance:** When you visit the website, a warning window will appear asking you to accept the cookie policy. It has a lifetime of 365 days.

If you do not accept cookies, certain features will not be available to you. For more information on deleting cookies, please click on the links below:

+ Internet Explorer: Results

### **Data processed for the purpose of awarding and executing contracts**

For the purposes of concluding and fulfilling the contract, there may be more than one processing operation. Please note that data processing in connection with the handling of complaints and warranty management only takes place if you exercise one of these rights.

If you do not make a purchase via the web shop but are only a visitor to the web shop, processing for marketing purposes may apply to you if you give us your consent for marketing purposes.

Further details on data processing for the purposes of order placement and fulfillment:

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## **Contact**

If you contact us with a question about a product, e.g. by email, contact form, or phone, you can always place an order in our online store without contacting us.

### **Processed data**

If you have any questions, please contact us at [bachflowershop.eu@gmail.com](mailto:bachflowershop.eu@gmail.com).

### **Duration of data processing**

We are available on weekdays from 10 a.m. to 6 p.m.

### **Legal basis for data processing**

Your voluntary consent, which you give to the controller by contacting us. [Processing pursuant to Article 6(1)(a) of the Regulation]

## **Registration on the website**

By storing the data provided during registration, the data controller can offer a more convenient service (e.g., the data subject does not have to re-enter their data when making a new purchase). Registration is not a prerequisite for entering into a contract.

### **Processed data**

As part of the processing, the data controller processes your name, address, telephone number, email address, the characteristics of the product purchased, and the date of purchase.

### **Duration of processing**

Until you withdraw your consent.

### **Legal basis for processing**

Your voluntary consent, which you give to the data controller by registering [processing pursuant to Article 6(1)(a) of the Regulation].

## **Order processing**

Order processing requires processing activities to fulfill the contract.

### **Processed data**

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The data controller processes your name, address, telephone number, email address, the characteristics of the product purchased, the order number, and the place of purchase. If you have placed an order in the online store, the processing and provision of the data is necessary for the performance of the contract.

### **Duration of data processing**

We process the data for a period of 5 years in accordance with the civil law statute of limitations.

### **Legal basis for processing**

Performance of the contract, processing in accordance with Article 6(1)(b) of the Regulation]

### **Issuing invoices**

Processing is carried out in order to issue invoices in accordance with the law and to comply with the obligation to keep records. Pursuant to Article 169 (1)(2) of the Act, companies are required to keep accounting records that directly and indirectly support their accounting.

### **Processed data**

Name, address, email address, telephone number, tax number.

### **Duration of data processing**

Issued invoices must be retained for 8 years from the date of issue in accordance with Section 169 (2) of the State Law.

### **Legal basis for data processing**

Pursuant to Section 159 (1) of Act CXXVII of 2007 on Value Added Tax, the issuance of invoices is mandatory and must be retained for 8 years pursuant to Section 169 (2) of Act C of 2000 on Value Added Tax [Regulation No. 6 (1) (letter c) of the Regulation].

### **Processing of data in connection with the transport of goods**

Data processing is carried out for the purpose of delivering the ordered goods.

### **Processed data**

Name, address, email address, telephone number.

### **Duration of data processing**

The controller processes the data for the duration of the delivery of the ordered goods.

### **Legal basis for processing**

Performance of the contract (processing pursuant to Article 6(1)(b) of the Regulation)

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## **Data controllers and processors responsible for data processing in connection with the transport of goods**

**Receiver's name:** Packeta Hungary Kft.

**The receiver's address is:** 1097 Budapest, Könyves Kálmán körút 12-14.

**Receiver's phone number:** +36 1 400 8806

**Receiver's email address:** [info@packeta.hu](mailto:info@packeta.hu)

**Receiver's website:** [packeta.hu](http://packeta.hu)

The courier service will cooperate in the delivery of the ordered goods on the basis of a contract with the data controller. The courier service processes the personal data received in accordance with the privacy policy available on its website.

**Receiver's name:** Kvikk.hu Kft.

**The receiver's address is:** 3264 Kisnána, Béke u 43

**Receiver's phone number:** +36 30 738 37 61

**Receiver's email address:** [office@kvikk.hu](mailto:office@kvikk.hu)

**Receiver's website:** <https://kvikk.hu/>

Kvikk.hu Kft. participates in delivery by arranging the services of partner courier services.

The courier service contributes to the delivery of the ordered goods on the basis of a contract with the data controller. The courier service processes the personal data received in accordance with the provisions of the privacy policy available on its website.

## **Management of warranty and guarantee claims**

Warranty and guarantee claims must be handled in accordance with the provisions of Decree 19/2014 (May 29, 2014) of the Ministry of Finance, which also specifies how we must handle your claim.

### **Processed data**

Warranty and guarantee claims must be handled in accordance with the provisions of Decree 19/2014 (May 29) NGM.

In accordance with the regulation, we are required to keep records of the warranty or guarantee claims reported to us:

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- a. your name, address, and a statement that you consent to the processing of your data recorded in the log in accordance with the regulation,
- b. the name of the movable goods sold under the contract concluded between you and us and the purchase price,
- c. the date of performance of the contract,
- d. the date on which the defect was reported,
- e. the description of the defect,
- f. the right you wish to assert under a warranty or guarantee claim, and
- g. the manner in which the warranty or guarantee claim is to be settled, or the reasons for rejecting the claim or the right to assert it.

When we receive the purchased product from you, we must issue a receipt for the product, which must contain the following information.

- a. Your name and address,
- b. the information required to identify the shipment,
- c. the date of receipt of the item, and
- d. the date on which you can pick up the repaired item.

### **Duration of processing**

The company must keep records of the consumer's warranty or guarantee claim for three years from the date of recording and submit them to the supervisory authority upon request.

### **Legal basis for processing**

The legal basis for processing the data is compliance with legal obligations under Regulation 19/2014 (V. 29.) NGM [Article 4(1) and Article 6(1)] [processing pursuant to Article 6(1)(c) of the Regulation].

## **Processing of other consumer complaints**

The data is processed for the purpose of handling consumer complaints. If you submit a complaint to us, the processing and provision of the data is essential.

### **Processed data**

Customer name, telephone number, email address, content of the complaint.

### **Duration of processing**

We retain warranty claims for 5 years in accordance with the Consumer Protection Act.

### **Legal basis for processing**

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Whether or not you contact us with a complaint is your voluntary decision, but if you do contact us, we are required to retain the complaint for 3 years in accordance with Section 17/A (7) of the Consumer Protection Act of 1997 (CLV of 1997) [Regulation 6 Section 6(1)(c)].

## **Processed data in connection with the justifiability of consent**

When registering, placing an order, or subscribing to a newsletter, the IT system stores the data associated with the consent for the purpose of subsequent verifiability.

### **Processed data**

Date of consent and IP address of the data subject.

### **Duration of data processing**

Due to legal requirements, consent must be verifiable at a later date, therefore the duration of data storage is stored for a limitation period after the end of data processing.

### **Legal basis for processing**

Article 7(1) of the Regulation establishes this obligation. [Processing pursuant to Article 6(1)(c) of the Regulation]

## **Processing for marketing purposes**

### **Processing in connection with the sending of newsletters**

Processing is carried out for the purpose of sending newsletters.

### **Processed data**

Name, E-Mail Adresse.

### **Duration of processing**

Until the data subject withdraws their consent.

### **Legal basis for processing**

Your voluntary consent, which you give to the controller by subscribing to the newsletter (processing in accordance with Article 6(1)(a) of the Regulation).

## **With regard to the sending and display of personalized advertising Processing**

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The processing is carried out for the purpose of sending advertising content tailored to the interests of the data subject.

### **Processed data**

Name, address, email address, telephone number.

### **Duration of processing**

Until you withdraw your consent.

### **Legal basis for processing**

Your explicit and voluntary consent, which you gave to the controller at the time the data was collected (processing pursuant to Article 6(1)(a) of the Regulation).

### **Other processing**

If the controller intends to carry out further processing, it shall provide information in advance on the essential circumstances of the processing (legal background and legal basis of the processing, purpose of the processing, scope of the data processed, duration of the processing).

### **Recipients of personal data**

#### **Processing for the storage of personal data**

**Name of the data processor:** Rackhost Zrt.

**Contact details of the data processor:**

**Phone number:** +36 1 445 1204

**E-mail:** [info@rackhost.hu](mailto:info@rackhost.hu)

**Address:** 1132 Budapest, Victor Hugo utca 18-22.

**Website:** [www.rackhost.hu](http://www.rackhost.hu)

The data processor stores personal data on the basis of a contract with the data controller. The data controller is the processor of the personal data.

#### **Data processing activities related to the sending of newsletters**

**Name of the company operating the mailing system:** MailerLite Limited

**Email address to the mailing system**

<https://www.mailerlite.com/contact-us?category=general-questions>

**Adresse:** 88 Harcourt Street, Dublin 2, D02 DK18, Ireland

**Website of the company that operates the mailing system:**

Website: <https://bachflowershop.eu/>

E-Mail: [bachflowershop.eu@gmail.com](mailto:bachflowershop.eu@gmail.com)

Phone: +36306124733

Business name: Bliss to you Kft.

The data processor participates in the sending of newsletters on the basis of a contract with the data controller. In doing so, the data processor processes the name and email address of the data subject to the extent necessary for sending the newsletter, and the email address to the extent necessary for sending the newsletter.

In addition, we send newsletters to the number of subscribers via the MailerLite newsletter delivery system.

## Invoice-related data processing

**Name of the data processor:** KBOSS.hu Kft.

**Registered office of the data processor:**

1031 Budapest, Záhony utca 7.

**E-mail of the data processor:** [info@szamlazz.hu](mailto:info@szamlazz.hu)

**Website of the data processor:** [www.szamlazz.hu](http://www.szamlazz.hu)

**Name of the data processor:** Billingo Technologies Zrt.

**Registered office of the data processor:** 1133 Budapest, Árbóc utca 6 III.

**Telephone number of the data processor:** +36-1/500-9491

The data processor contributes to the recording of accounting documents on the basis of a contract with the data controller. In doing so, the data processor processes the name and address of the data subject to the extent necessary for the maintenance of accounting records.

**Email address of the data processor:**

[hello@billingo.hu](mailto:hello@billingo.hu)

**Website of the data processor:** [www.bilingo.hu](http://www.bilingo.hu) for the period specified in Section 169(2) of the Act and deletes them thereafter.

## Data processing related to online payment

**Name of the data controller:** Barion Payment Zrt.

**Registered office of the data controller:** H-1117, Budapest, Infopark sétány 1.

**Telephone number of the data controller:** +36 1 464 7099

**Email address of the data controller:** [barion@barion.com](mailto:barion@barion.com)

**Website of the data controller:** [www.barion.com](http://www.barion.com)

The payment service provider contributes to the execution of the online payment on the basis of a contract with the controller, for which data is transmitted to the online payment service provider during the purchase process. In doing so, the online payment service provider processes the billing name and address of the data subject, the order number, and the date of the order in accordance with its own data processing regulations.

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The purpose of the data transfer is to provide the online payment service provider with the transaction data necessary for the payment process in connection with the purchase initiated with the online payment service provider.

Legal basis for the transfer: the performance of a contract between you and the controller pursuant to Article 6(1)(b) of the Regulation, which includes payment by the customer and, in the case of online payment, payment of the amount of the payment order of the online payment service provider, as described in this document. The transfer of data pursuant to point (a) is necessary for the purposes of payment.

## **Your rights regarding processing**

For the duration of the processing, you have the following rights under the Regulation:

- the right to withdraw consent
- access to personal data and information about data processing
- the right to rectification
- restriction of processing
- the right to erasure
- the right to object
- the right to portability.

If you wish to exercise your rights, you must be identified and the data controller must communicate with you. Identification therefore requires the provision of personal data (however, identification will only be based on data that the controller already has about you), and your complaints about the processing will be available in the controller's email account for the period specified in this complaint notice. If you have been a customer of ours and wish to be identified for the purpose of handling complaints or warranties, please also provide your order number. This will enable us to identify you as a customer.

The data controller will respond to complaints about data processing within 30 days at the latest.

## **Right to withdraw consent**

You have the right to withdraw your consent to data processing at any time; in this case, the data will be deleted from our systems. Please note, however, that withdrawal in the case of a pending order may result in us being unable to deliver to you. Furthermore, if the purchase has already been made, we cannot delete the invoice data from our systems in accordance with accounting regulations, and if you have a claim against us, we may process your data in the event of withdrawal of consent on the basis of a legitimate interest in the collection of the claim.

## **Access to personal data**

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You have the right to obtain confirmation from the controller as to whether your personal data is being processed and, if so, you have the right to access that data:

- To obtain access to the personal data processed; and
- To be informed by the controller of the following information:
  - The purposes of the processing;
  - The categories of personal data processed concerning you;
  - Details of the recipients or categories of recipients to whom the controller has disclosed or will disclose the personal data;
  - the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
  - your right to request from the controller the rectification, erasure, or restriction of processing of personal data concerning you and to object to the processing of such personal data if the processing is based on legitimate interests;
  - the right to lodge a complaint with a supervisory authority;
  - if the data has not been collected from you, all available information about its origin;
  - the fact of automated decision-making (if such a procedure is used), including profiling, and at least in these cases, clear information about the logic used and the significance and likely consequences of such processing for you.

The purpose of exercising this right may be to establish and verify the lawfulness of the processing, which is why the controller may charge a reasonable fee for providing the information in the event of repeated requests for access.

Access to personal data is guaranteed by the controller, who will send you the processed personal data and information by email after verifying your identity. If you are registered, you can access the

Access is granted in such a way that you can view and verify the personal data processed about you by logging into your user account.

Please indicate in your request whether you wish to access your personal data or information about the data processing.

### **Right to rectification**

You have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning you.

### **Right to restriction of processing**

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You have the right to obtain from the controller restriction of processing where one of the following applies:

- You dispute the accuracy of the personal data; in this case, the restriction applies for the period that allows the controller to verify the accuracy of the personal data; if the accuracy of the data can be readily established, no restriction will be applied;
- the processing is unlawful, but you object to the erasure of the data for some reason (e.g., because the data is important to you for asserting a legal claim) and you do not request the erasure of the data, but rather the restriction of its use;
- the controller no longer needs the personal data for the purposes for which it is being processed, but you need it to assert, exercise, or defend legal claims; or
- you have objected to the processing, but the controller may have a legitimate interest in processing it; in which case the processing should be restricted until it is determined that the legitimate interests of the controller override your legitimate interests.

Where processing is restricted, such personal data shall, with the exception of storage, only be processed with the consent of the data subject or for the establishment, exercise, or defense of legal claims or interests of another natural person or for the purposes of processing

or legal person, or to protect the rights of another natural or legal person, or to safeguard important public interests of the Union or a Member State.

The controller shall inform you in advance (at least 3 working days before lifting the restriction) of the lifting of the restriction on processing.

### **Right to erasure or blocking**

You have the right to request that the controller erase personal data concerning you without delay if one of the following reasons applies:

- the personal data is no longer necessary for the purposes for which it was collected or otherwise processed by the controller;
- you withdraw your consent and there is no other legal basis for the processing;
- you object to processing based on legitimate interest and there is no overriding legitimate reason (i.e., legitimate interest) for the processing;
- the personal data has been unlawfully processed by the controller and this is established on the basis of the complaint;

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- the personal data must be erased in order to comply with a legal obligation under Union or Member State law to which the controller is subject.

If the controller has disclosed personal data about you for a legitimate reason and is obliged to delete it for one of the reasons mentioned above, it must, taking into account the available technology and the implementation costs,

take reasonable steps, including technical measures, to inform other controllers processing the data that you have requested the personal data in question.

Links to, or a copy or duplicate of, that personal data

Deletion is not required if processing is necessary:

- to exercise the right of freedom of expression and information;
- to fulfill an obligation under Union or Member State law to which the controller is subject (e.g., processing in connection with invoicing, if the retention of the invoice is required by law), or to perform a task carried out in the public interest or in the exercise of official authority vested in the controller;
- for the establishment, exercise, or defense of legal claims (e.g., if the controller has a claim against you and it has not yet been settled, or in the context of processing a consumer complaint or a complaint about data processing).

## **The right to object**

You have the right to object to the processing of your personal data on the basis of a legitimate interest at any time for reasons arising from your particular situation. In this case, the controller may no longer process the personal data unless it can demonstrate compelling legitimate grounds for the processing that override your interests, rights, and freedoms, or if it can assert legal claims to assert or defend legal claims.

If personal data is processed for direct marketing purposes, you have the right to object at any time to the processing of personal data concerning you for such marketing purposes; this also

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applies to profiling insofar as it is related to such direct marketing. If you object to the processing of your personal data for direct marketing purposes, your personal data may no longer be processed for these purposes.

### **Right to portability**

If the processing is automated or based on your voluntary consent, you have the right to request that the controller provide you with the data you have provided to the controller in xml, JSON, or csv format, or, where technically feasible, to request that the controller provide the data in this format to another controller.

### **Automated decision-making**

You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you. In this case, the controller must take appropriate measures to safeguard the rights and freedoms and legitimate interests of the data subject, including at least the right to obtain human intervention on the part of the controller, to express his or her point of view and to contest the decision.

### **The above does not apply if the decision:**

- is necessary for the performance of a contract between you and the controller;
- is required by Union or Member State law to which the controller is subject, which also provides for appropriate measures to safeguard your rights and freedoms and legitimate interests; or
- is based on your explicit consent.

### **Entry in the data protection register**

In accordance with the provisions of the Data Protection Act, the data controller was obliged to enter certain data processing operations in the data protection register. This reporting obligation expired on May 25, 2018.

### **Data security measures**

The controller declares that it has taken appropriate security measures to protect personal data from unauthorized access, unauthorized alteration, disclosure, transmission, dissemination, deletion, or destruction, accidental destruction or damage, or inaccessibility due to changes in the technology used.

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The controller will endeavor, within the scope of organizational and technical possibilities, to ensure that the data processor also takes appropriate data security measures when working with your personal data.

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## **Legal remedies**

If you believe that the data processing violates the legal provisions on data processing, or if one of your requests has not been fulfilled, you can defend yourself against unlawful data processing.

All information can be found on the following page: <https://europa.eu/>

## **Changes to the privacy notice**

The controller reserves the right to change this privacy notice in such a way that the purpose and legal basis of the processing remain unaffected. By using the website after the change has come into effect, you accept the amended privacy notice.

If the controller wishes to further process the collected data for purposes other than those for which it was collected, it will inform you of the purposes of the processing and the following conditions prior to further processing:

- the period for which the personal data will be stored or, if this is not possible, the criteria used to determine this period;
- your right to request from the controller access to and rectification or erasure of personal data concerning you, or restriction of processing, and, where processing is based on legitimate interests, to object to the processing of personal data concerning you, and, where processing is based on consent or a contractual relationship, to request data portability;
- in the case of processing based on consent, that you may withdraw your consent at any time;
- the right to lodge a complaint with a supervisory authority;
- whether the provision of personal data is based on a legal or contractual obligation or is a prerequisite for the conclusion of a
- contract, whether you are obliged to provide the personal data and what the consequences of not providing the data may be;
- the fact of automated decision-making (if such a procedure is used), including profiling, and - at least in these cases - clear information about the logic used and the significance and likely consequences of such processing for you.

Processing can only begin after the legal basis for processing is consent, and you must give your consent in addition to the information.

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