Privacy Policy

for the use of the molliscience.com website, the online test ordering system, and the B2B webshop

Document Version: 2.0
Effective from: September 21, 2026

1. Purpose and Scope of the Policy

The purpose of this Privacy Policy is to present how MolliScience Kft. handles the personal data of the visitors of the molliscience.com website, users of the contact form, persons placing online test orders, registered users of the B2B webshop, as well as the representatives, employees, and contact persons of the ordering and purchasing organizations.
The policy specifically covers the following data processing activities:

- operation and IT security of the website;
- use of the contact form;
- communication via e-mail and telephone;
- use of the online test ordering system;
- performance of laboratory services;
- creation and management of user accounts;
- login and password reset;
- management of the shipping and billing address book;
- placing and fulfilling webshop orders;
- sending order confirmations and status messages;
- handling bank transfers;
- invoicing and accounting;
- delivery of ordered products;
- handling complaints, returns, and legal claims;
- use of cookies, web analytics, and third-party services.

The B2B webshop exclusively serves legal entity buyers. The name, registered office, tax number, and other company data of a legal entity do not constitute personal data in themselves. However, personal data may include, in particular:

- the e-mail address associated with the user account;
- the name and contact details of the representative or contact person of the legal entity;
- the data of the person placing the order;
- the name of the natural person specified in the shipping address;
- any other information related to an identified or identifiable natural person.

This policy includes the data processing activities related to the operation of the B2B webshop, in addition to those regulated in the previous privacy policy.

2. Data Controller Details

Full Name of Data Controller: MolliScience Korlátolt Felelősségű Társaság
Short Name: MolliScience Kft.
Registered Office: 2051 Biatorbágy, Március 15. utca 1.
Company Registration Number: 13-09-209111
Tax Number: 28848491-2-13
Representative: Dr. Miklós Gyuranecz, Managing Director
Laboratory and Contact Address: 1143 Budapest, Hungária körút 21.
Telephone: +36 30 27 77 305
E-mail: info@molliscience.com

Website: https://molliscience.com
For privacy questions, data subject requests, or complaints, please contact us via the info@molliscience.com e-mail address or by letter sent to the registered office of the Data Controller.

3. Applicable Legislation

The data processing is governed specifically by the following legislation:

- Regulation (EU) 2016/679 of the European Parliament and of the Council, the General Data Protection Regulation – GDPR;
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information;
- Act CVIII of 2001 on Electronic Commerce Services;
- Act C of 2003 on Electronic Communications;
- Act C of 2000 on Accounting;
- Act V of 2013 on the Civil Code;
- Act CXXVII of 2012 on the Hungarian Veterinary Chamber and the Performance of Veterinary Service Activities;
- all currently applicable other legislation regarding postal, transport, customs, tax, and laboratory activities.
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4. Principles and General Rules of Data Processing

The Data Controller processes personal data:

- lawfully, fairly, and in a transparent manner;
- collected for specified, explicit, and legitimate purposes;
- processed only to the extent necessary to achieve the purpose;
- accurately and, where necessary, kept up to date;
- stored only for the necessary or legally defined period;
- protected by appropriate technical and organizational measures.

The legal basis for data processing is specifically:

- performance of a contract with the data subject or measures prior to entering into a contract – **GDPR Art. 6(1)(b)**;
- compliance with a legal obligation applicable to the Data Controller – **GDPR Art. 6(1)(c)**;
- legitimate interest of the Data Controller or a third party – **GDPR Art. 6(1)(f)**;
- consent of the data subject – **GDPR Art. 6(1)(a)**.

Since the webshop enters into contracts exclusively with legal entities, the processing of personal data of representatives, employees, or contact persons acting on behalf of the legal entity is typically based on the legitimate interest in establishing and performing the business relationship between the Data Controller and the purchasing legal entity.
The checkbox confirming the acknowledgment of the privacy policy is not a consent to data processing. The purpose of the checkbox is to document that the data subject has become aware of the privacy policy.
If the user provides the data of another natural person – such as a recipient, veterinarian, or contact person – they are obliged to ensure that they have the appropriate authority to transfer such data and to provide the data subject with access to this policy.

5. Specific Data Processing Activities

5.1. Website Visitation and Technical Logging

Data Subjects: visitors to the website.
Processed Data: IP address; time of visit; visited page or subpage; browser and operating system type; technical data regarding the device; error and security log data; technical requests sent to the server.

Purpose: proper operation of the website; identification and resolution of errors; maintaining the quality and security of the service; detection of malicious or unauthorized use; investigation of IT incidents.
Legal Basis: legitimate interest of the Data Controller in the secure and proper operation of the website, pursuant to GDPR Art. 6(1)(f).
Retention Period: generally, up to 2 years. In case of a security incident, attack, or legal claim, until the closure of the respective case.
Recipients: providers specified in the "Hosting Provider" and "Website and Webshop Developer and Technical Operator" sections of this policy.

5.2. Contact Form

Data Subjects: persons using the contact form of the website.
Processed Data: name; e-mail address; telephone number; country; subject; content of the message; time of sending the message; technical data related to spam and bot protection.
The name, e-mail address, telephone number, country, subject, and message are mandatory. The form cannot be sent without these.
Purpose: receiving the inquiry; identification of the inquirer; responding; establishing business or professional contact; providing offers; documenting negotiations.
Legal Basis: legitimate interest – GDPR Art. 6(1)(f); if the data subject intends to enter into a contract in their own name, measures prior to entering into a contract – GDPR Art. 6(1)(b).
Retention Period: 3 years from the closure of the inquiry. If a contract or other legal relationship arises from the inquiry, the retention period applicable to that relationship shall apply.
Recipients: relevant staff of the Data Controller; technical providers; in case of Google reCAPTCHA use, the provider specified in the "Spam and Bot Protection Provider" section.

5.3. E-mail and Telephone Communication

Data Subjects: inquirers, clients, suppliers, partners, and their representatives and contact persons.
Processed Data: name; position; name of company or organization; e-mail address; telephone number; postal address, if provided; content of negotiations and correspondence; documents and other data sent by the data subject.
Purpose: communication; providing offers; preparation and performance of contracts; business or professional communication; documenting negotiations.
Legal Basis: legitimate interest – GDPR Art. 6(1)(f); in the case of a natural person as a contracting party, performance of a contract – GDPR Art. 6(1)(b).
Retention Period:

- without the establishment of a contract, 3 years from the closure of the case;
- in case of a contractual relationship, 5 years from its termination;
- for documents related to accounting vouchers, 8 years.
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5.4. Online Test Ordering and Laboratory Services

Data Subjects: the natural person ordering or paying for the test; the representative or contact person of the ordering organization; the submitting veterinarian; the professional contact person; the natural person whose data appears in the test order.
Processed Data:

- **Data regarding the owner, orderer, or payer:** name; company or organization name; tax number; billing e-mail address; address; city; zip code; country.
- **Data regarding the submitting veterinarian or professional contact person:** name; e-mail address; telephone number; address; city; zip code; country.
- **Data regarding the sample, animal, or stock:** species and its free-text specification; breed; age; production type; stock identifier; sample type; sampling organ; sample identifier or

sample number; number of samples submitted; origin of the sample; location of sampling, specifically city, farm, site, building, stable, or airspace; description of the stock; medical history and anamnesis; other professional information provided by the orderer.

- **Data of requested tests:** the requested testing procedure; PCR test; ELISA test; isolation; antibiotic susceptibility test; the pathogen, strain, or other target to be examined; further professional information specified in the unique test request.

Professional data regarding the animal, stock, or sample is generally not personal data. However, it may become personal data if it can be linked to a natural person owner, sole proprietor, veterinarian, farm, or other identifiable person.

Purpose: receiving and identifying the test order; receiving and tracking the sample; selecting and performing the appropriate test; preparing and communicating the test results; professional communication; invoicing; maintaining the work log; fulfilling quality management, accreditation, regulatory, and legal obligations; documenting performance and possible legal claims.

Legal Basis: in case of a natural person as orderer, performance of a contract – GDPR Art. 6(1)(b); in case of a representative or contact person of a legal entity, legitimate interest – GDPR Art. 6(1)(f); for work logs, invoicing, and other mandatory records, legal obligation – GDPR Art. 6(1)(c).

Retention Period: Personal data, test documentation, and result communications related to test orders and laboratory services are generally processed for 5 years from the closure of the test. Accounting vouchers and the documents serving as their basis are kept for 8 years. If legislation, regulatory requirement, accreditation, quality management, GLP, research, subsidy, or contractual requirement prescribes a longer retention period, data will be processed for that period.

Recipients: relevant laboratory and administrative staff of the Data Controller; technical providers; invoicing and accounting providers; relevant authorities based on legislation.

5.5. B2B Webshop Registration and User Account

Data Subjects: natural persons creating user accounts on behalf of a legal entity buyer.

Processed Data: e-mail address; password provided by the user in a one-way encrypted, so-called hash form; time of registration; technical identifier and status of the account; time of logins and account operations; orders associated with the account; address book entries associated with the account.

The Data Controller and technical operator do not store the user's original password in readable form and cannot know it.

Purpose: creation of user account; identification of the user; providing login; placing and tracking orders; viewing previous orders; managing saved addresses; maintaining the security of the account.

Legal Basis: legitimate interest of the Data Controller and the purchasing legal entity, pursuant to GDPR Art. 6(1)(f).

Nature of data provision: providing the e-mail address and password is mandatory. Without these, a user account cannot be created and a webshop order cannot be placed.

Retention Period: until the existence of the user account, or until the request for account deletion is fulfilled. Deletion of the account does not affect those ordering, invoicing, accounting, transport, or legal data which the Data Controller is obliged or entitled to retain based on other legal grounds.

Recipients: technical providers.

5.6. Login, Password Reset, and Account Security

Processed Data: e-mail address; encrypted password data; one-time identifier used for password reset; IP address; time of login or reset operation; browser and device data; security log data.

Purpose: secure login; password reset; detection of unauthorized login attempts; prevention of automated attacks and abuses; protection of the user account and business data.

Legal Basis: legitimate interest – GDPR Art. 6(1)(f).

Retention Period: until the use of the password reset identifier or the expiration of its technical validity; security log data generally for a maximum of 2 years; in case of a security incident, until the closure of the case.

5.7. Address Book Function

To speed up the purchasing process and to reduce the risk of entering an incorrect address, the webshop stores the previously used shipping and billing addresses in the user account.

Processed Data:

- **Saved shipping data:** country; last name; first name; company name; city; street and house number; zip code.
- **Saved billing data:** country; company name; tax number; city; street and house number; zip code.

Purpose: more convenient service for returning customers; speeding up the ordering process; reducing the risk of incorrect address entry.

Legal Basis: legitimate interest of the Data Controller and the buyer – GDPR Art. 6(1)(f).

Retention Period: until the deletion of the address book entry by the user or the termination of the user account. For address data kept as part of previous orders, the ordering and accounting retention periods apply.

The user can modify or delete the saved addresses in their account.

5.8. Placing and Fulfilling Webshop Orders

Data Subjects: the user placing the order; the representative or contact person of the legal entity buyer; the natural person specified at the shipping address.

Processed Data: e-mail address of the user account; technical identifier of the user; ordered products; quantity and price of products; time and identifier of the order; order status; payment method and payment status; shipping data; billing data; remarks written for the order; data related to fulfillment and delivery; waybill number and delivery status, if available; communication related to the order.

Shipping data: country; last name; first name; company; city; street and house number; zip code.

Billing data: country; company; tax number; city; street and house number; zip code.

Filling in the remarks field is not mandatory. Please do not provide special categories of personal data, health data, or any other personal information not necessary for the fulfillment of the order in the remarks.

Purpose: receiving and identifying the order; processing and fulfilling the order; determining the appropriate tax and amount payable; inventory and delivery management; communication; documenting fulfillment; handling legal claims.

Legal Basis: regarding the data of representatives and contact persons of the legal entity buyer, legitimate interest – GDPR Art. 6(1)(f); regarding billing and mandatory recording data, legal obligation – GDPR Art. 6(1)(c).

Nature of data provision: without the data marked as mandatory, the order cannot be placed or fulfilled.

Retention Period: 5 years from the fulfillment, failure, or termination of the order; 8 years for accounting vouchers and the documents serving as their basis.

Recipients: technical providers; invoicing and accounting providers; financial service provider; companies listed in the "Shipping Providers" section.

5.9. Order Confirmations and Status Messages

Processed Data: e-mail address; order identifier; ordered products and amounts; payment, processing, and shipping status; waybill number; time of sending the message.

Purpose: informing the user about the processing and fulfillment of the order.

Legal Basis: legitimate interest – GDPR Art. 6(1)(f).

These messages are not marketing messages but service notifications related to the fulfillment of the order.

Retention Period: 5 years as part of the ordering documentation.

Recipients: technical providers.

5.10. Payment by Bank Transfer

Processed Data: order identifier; amount payable; payment status; bank transaction communication; name of the payer; bank account number of the payer, if it appears on the bank statement; amount and time of the transaction.
Purpose: identification of the payment; linking the payment to the order; financial and accounting records; verifying the fulfillability of the order.
Legal Basis: regarding linking payment to order, legitimate interest – GDPR Art. 6(1)(f); regarding accounting and tax data, legal obligation – GDPR Art. 6(1)(c).
Retention Period: 8 years.
Recipients: provider specified in the "Financial Service Provider" section; provider specified in the "Accounting Provider" section.

5.11. Invoicing and Accounting

Processed Data: billing country; company name; tax number; city; street and house number; zip code; invoice number and date; fulfillment and payment data; ordered products, quantities, and consideration; e-mail address required for electronic sending of the invoice, if applicable.
Purpose: issuing the invoice; electronic sending of the invoice; accounting; fulfilling tax and accounting obligations; reporting to authorities.
Legal Basis: legal obligation – GDPR Art. 6(1)(c).
Retention Period: 8 years.
Recipients: provider specified in the "Invoicing Provider" section; provider specified in the "Accounting Provider" section; National Tax and Customs Administration; other relevant authorities based on legislation.

5.12. Delivery

Processed and Transferred Data: last and first name of the recipient; company name; shipping country; city; street and house number; zip code; ordering or shipping reference number; package data necessary for sending and delivery; waybill number; delivery status; necessary customs and export data for international shipping.
Purpose: sending the shipment; transport; tracking; delivery; proof of delivery; customs handling if necessary; handling shipping complaints.
Legal Basis: legitimate interest in delivering the ordered product – GDPR Art. 6(1)(f); in case of customs or regulatory data processing, legal obligation – GDPR Art. 6(1)(c).
Retention Period at the Data Controller: 5 years as part of the ordering documentation.
Recipients: companies listed in the "Shipping Providers" section.
The shipping service provider acts as an independent data controller within the scope of carriage, delivery, customs handling, and its own statutory obligations.

5.13. Complaints, Returns, and Legal Claims

Processed Data: name of the contact person; e-mail address; telephone number; company data; ordering, billing, and shipping data; content of the complaint or return; correspondence; photographs; reports/minutes; other evidence submitted by the data subject; results of the investigation; method of settlement.
Purpose: investigating the complaint or return; consultation with the buyer; identifying quality or shipping problems; documenting the statements of the parties; asserting, enforcing, or defending legal claims.
Legal Basis: legitimate interest – GDPR Art. 6(1)(f); in case of mandatory administration based on legislation, GDPR Art. 6(1)(c).
Retention Period: 5 years from the closure of the case, or until the final closure of an ongoing procedure.

Recipients: providers, experts, legal representatives, insurers, courts, and authorities involved in the case to the necessary extent.

6. Cookies and Similar Technologies

A cookie is a small data file placed in the browser. The website uses certain cookies for:

- proper operation;
- remembering user choices;
- maintaining the session and login;
- operation of the cart and user account;
- statistical measurement;
- spam and bot protection;
- loading external media content.

Consent is not required for the application of strictly necessary cookies. Analytical, third-party, marketing, and other non-necessary cookies may only be placed after the prior consent of the data subject.

Consent may be withdrawn at any time in the cookie settings of the website. Withdrawal does not affect the lawfulness of the data processing carried out before the withdrawal.

The cookie list below is based on a technical check of the website performed in an incognito browser window.

Cookie Name	Provider	Purpose	Lifespan	Type
cookie-agreed	MolliScience	Storage of user cookie choice and consent status	100 days	Strictly Necessary
cookie-agreed-version	MolliScience	Storage of which cookie setting version the user declared based on	100 days	Strictly Necessary
promoBarCurrentId	MolliScience	Identification of the current information or promotional bar	100 days	Functional
promoBarCurrentRevision	MolliScience	Identification of the current version of the info/promo bar	100 days	Functional
promoBarState	MolliScience	Noting whether the user closed the info/promo bar	100 days	Functional

Cookie Name	Provider	Purpose	Lifespan	Type
session cookie, e.g. SESS* or SSESS*	MolliScience	Maintenance of session, login, user account, and cart	Session or system set time	Strictly Necessary
_ga	Google Analytics	Differentiation of visitors and sessions, statistical measurement	max 400 days	Analytical, requires consent
_ga_XJGJWT2NBY	Google Analytics	Storage of session status related to the MolliScience GA4 measurement property	max 400 days	Analytical, requires consent
AEC	Google	Detection of spam, fraud, and abuse, security of Google services	6 months	External Google service, requires consent
__Secure-ENID	Google	Google settings, security, measurement, and personalization within Google's own services	approx. 13 months	External Google service, requires consent

When loading Google reCAPTCHA or embedded YouTube content, Google may use additional cookies or local storage identifiers depending on the current technical settings and the status of the user's Google account.
Cookies may be deleted or disabled in the browser settings. If strictly necessary cookies are disabled, login, the cart, the user account, or other essential functions may not work properly.

6.1. Google Analytics

Processed Data: pseudonymized browser or client identifier; page views; sessions; clicks and website events; device and browser data; approximate geographic data; partially processed IP address.
Purpose: statistical analysis of the website's traffic and usage, and development of the service.
Legal Basis: consent of the data subject – GDPR Art. 6(1)(a).
Retention Period: as per the cookie table; in the Google Analytics system, the retention period set by MolliScience, generally a maximum of 14 months.
Recipient: provider specified in the "Web Analytics Provider" section.

6.2. Google reCAPTCHA

Processed Data: IP address; URL of the referring page; operating system; browser and device data; cookies; behavioral and security signals related to the use of the form.
Purpose: protection of forms against automated filling, spam, fraud, and abuse.

Legal Basis: consent of the data subject – GDPR Art. 6(1)(a).
Retention Period: period defined in Google's own privacy and cookie policy.
Recipient: provider specified in the "Spam and Bot Protection Provider" section.
If consent is withheld, the form protected by reCAPTCHA may not be usable. The Data Controller remains reachable by e-mail and telephone.

6.3. Embedded YouTube Videos

Processed Data: IP address; device and browser data; video playback events; cookie and local storage identifiers; data linkable to a Google account if the user is logged into a Google account.
Purpose: displaying video content.
Legal Basis: consent of the data subject – GDPR Art. 6(1)(a).
Retention Period: according to the current privacy and cookie policies of Google and YouTube.
Recipient: provider specified in the "Embedded Video Content Provider" section.

7. Data Processors, Independent Data Controllers, and Other Recipients

The following providers may access only the data necessary for the performance of their tasks. Data processors act on the instructions of the Data Controller. Independent data controllers determine the purposes and means of their own data processing activities.

7.1. Hosting Provider

Name: Macroweb Internet Consulting Kft.
Registered Office: 1213 Budapest, Páfrányos út 15.
Company Registration Number: 01-09-961663
Tax Number: 23355181-2-43
Activity: hosting; server operation; technical storage of databases; handling security backups; ensuring availability of the website and webshop.
Role: Data Processor.

7.2. Website and Webshop Developer and Technical Operator

Name: Macroweb Internet Consulting Kft.
Registered Office: 1213 Budapest, Páfrányos út 15.
Company Registration Number: 01-09-961663
Tax Number: 23355181-2-43
Activity: development of the website and webshop; maintenance; bug fixing; installation of security updates; technical support; permission management; technical transmission of system messages; investigation of IT errors and incidents.
Role: Data Processor.

7.3. Invoicing Provider

Name: KBOSS.hu Kereskedelmi és Szolgáltató Kft. (Short name: KBOSS.hu Kft.)
Registered Office: 1031 Budapest, Záhony utca 7.
Company Registration Number: 01-09-303201
Tax Number: 13421739-2-41
Service Used: Számlázz.hu
Activity: production of invoices and other invoicing documents; storage of invoice data; transmission of electronic invoices; technical support for statutory tax authority reporting.
Role: Data Processor for invoicing operations based on the Data Controller's instructions; Independent Data Controller regarding its own statutory obligations.

7.4. Accounting Provider

Name: Sági Zsuzsanna EV (sole proprietor)
Registered Office: 2481 Velence, Csokonai utca 92.
EVNY (Registry) Number: 7261671
Tax Number: 46291644-1-27
Activity: accounting; financial records; preparation of tax returns; financial administration; preparation of regulatory reporting.
Role: Data Processor or Independent Data Controller depending on the content of the contract and statutory obligations.

7.5. Financial Service Provider

Name: OTP Bank NyRt.
Registered Office: 1051 Budapest, Nádor utca 16.
Activity: receiving bank transfers; execution of financial transactions; handling bank statements and transaction data.
Role: Independent Data Controller.

7.6. Shipping Providers

FedEx Express Hungary Transportation Kft.
Registered Office: 1185 Budapest, II. Logistics Centre – Office Building, BUD International Airport, Bldg. 283.
Company Registration Number: 01-09-068137
DHL Express Magyarország Kft.
Registered Office: 1185 Budapest, BUD International Airport, Bldg. 302.
Company Registration Number: 01-09-060665
Activity: shipment acceptance; transport; tracking; delivery; proof of delivery; customs handling if necessary; handling shipping complaints.
Role: Independent Data Controller in the scope of transport, postal services, customs handling, and its own statutory obligations.
If the Data Controller engages an additional courier or shipping service provider, its details will be published in this section.

7.7. Web Analytics Provider

Name: Google Ireland Limited
Registered Office: Gordon House, Barrow Street, Dublin 4, Ireland
Service Used: Google Analytics
Activity: creating visit and usage statistics based on the data subject's consent.
Role: Data Processor or Independent Data Controller depending on the settings of the service.

7.8. Spam and Bot Protection Provider

Name: Google Ireland Limited
Registered Office: Gordon House, Barrow Street, Dublin 4, Ireland
Service Used: Google reCAPTCHA
Activity: protection of forms against automated filling, spam, fraud, and abuse.
Role: Independent Data Controller regarding Google's own service and security data processing.

7.9. Embedded Video Content Provider

Name: Google Ireland Limited
Registered Office: Gordon House, Barrow Street, Dublin 4, Ireland
Service Used: YouTube

Activity: displaying videos embedded in the website based on the data subject's consent.
Role: Independent Data Controller.

7.10. Authorities, Courts, and Professional Intermediaries

The Data Controller may transfer personal data to, in particular:

- courts;
- public prosecution;
- investigating authorities;
- National Tax and Customs Administration;
- customs authority;
- animal health authority;
- other authorities entitled based on legislation,

if the data transfer is prescribed by law or a mandatory decision of the authority. During the handling of legal claims or professional matters, data may be accessed to the necessary extent by lawyers, experts, insurers, or other professional intermediaries.

8. Data Transfer Outside the European Economic Area (EEA)

The direct IT and invoicing data processing of the Data Controller generally takes place within the European Economic Area.
However, Google services and the international transport network of FedEx may utilize group members, data centers, or intermediaries operating in countries outside the EEA.
In case of international shipping, the data of the recipient and the shipment may be transferred to the destination country or to organizations involved in shipping or customs handling if this is necessary for delivery or compliance with legal obligations.
Appropriate safeguards for the transfer of data to a third country may include:

- adequacy decision of the European Commission;
- EU–US Data Privacy Framework, if the provider is subject to it;
- Standard Contractual Clauses (SCCs) adopted by the European Commission;
- Binding Corporate Rules (BCRs);
- other appropriate safeguards or derogations permitted by the GDPR.
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9. Data Security

The Data Controller protects personal data against unauthorized access, alteration, disclosure, deletion, loss, or damage using technical and organizational measures proportionate to the risks of the data processing. Measures include:

- HTTPS encryption;
- password-protected and permission-based access;
- one-way encrypted storage of passwords;
- restriction of administrative access;
- logging of security events;
- regular security updates;
- virus and malware protection;
- regular security backups;
- restriction of physical access;
- protected storage of paper-based documents;
- confidentiality obligations;
- data processing agreements;
- investigation of security events and data protection incidents.

The total risk-free nature of internet data transmission cannot be guaranteed; however, the Data Controller takes all reasonable and proportionate measures for the security of the data.

10. Automated Decision-Making and Profiling

During the data processing activities covered by this policy, no decision-making or profiling based exclusively on automated data processing occurs that would have a legal effect on the data subject or similarly significantly affect them.
Automatic tax, price, or shipping calculations based on the billing country do not constitute profiling based on the evaluation of the personal characteristics of the data subject.

11. Rights of the Data Subjects

11.1. Right of Access

The data subject may request information on whether the Data Controller processes their personal data, and may request access to:

- the processed personal data;
- the purposes of the processing;
- the legal basis of the processing;
- the duration of the processing;
- the recipients;
- the source of the data;
- the rights of the data subject.
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11.2. Right to Rectification

The data subject may request the correction of inaccurate personal data and the completion of incomplete data. Some data available in the user account can be modified directly.

11.3. Right to Erasure

The data subject may request the erasure of their personal data if:

- the data are no longer necessary;
- the processing is unlawful;
- the data subject objects on well-founded grounds;
- erasure is required by a legal obligation;
- consent has been withdrawn and there is no other legal basis.

Erasure cannot be requested for data that the Data Controller is obliged or entitled to keep for legal obligations, accounting voucher retention, or legal claims.

11.4. Right to Restriction of Processing

The data subject may request that the Data Controller only stores the personal data but does not otherwise process it, particularly:

- until the accuracy of the data is verified;
- in case of unlawful processing, instead of erasure;
- for the assertion, enforcement, or defense of legal claims;
- until the objection is considered.
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11.5. Right to Object

The data subject may object at any time, on grounds relating to their particular situation, to the processing of data based on legitimate interests.
In case of objection, the Data Controller shall cease processing the data, unless it demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject, or for the assertion, exercise, or defense of legal claims.

11.6. Right to Data Portability

This right applies if the processing is based on the data subject's consent or a contract, and is carried out by automated means. This right generally does not extend to the processing of B2B contact persons based on legitimate interests.

11.7. Withdrawal of Consent

For processing based on consent – particularly analytical and third-party cookies – consent can be withdrawn at any time. Withdrawal does not affect the lawfulness of the data processing carried out before the withdrawal.

12. Handling Data Subject Requests

Requests may be submitted at:

- **E-mail:** info@molliscience.com
- **Postal Address:** MolliScience Kft., 2051 Biatorbágy, Március 15. utca 1.

The Data Controller will respond to the request without undue delay, generally within one month of receipt of the request.
The complexity of the request or the number of requests may justify an extension of the deadline by a further two months. The data subject shall be informed of the extension and its reasons within the first month.
If necessary, the Data Controller may request proof of the data subject's identity or, where applicable, of the authority of the representative acting on their behalf.
Handling the request is generally free of charge. In the case of manifestly unfounded, repetitive, or excessive requests, the Data Controller may charge a reasonable fee or refuse to act on the request.

13. Legal Remedies

If the data subject believes that the processing of their personal data is unlawful, we first ask them to contact the Data Controller at info@molliscience.com.
The data subject may lodge a complaint with the supervisory authority:

- **Authority:** National Authority for Data Protection and Freedom of Information (NAIH)
- **Address:** 1055 Budapest, Falk Miksa utca 9–11.
- **Mailing Address:** 1363 Budapest, P.O. Box 9.
- **E-mail:** ugyfelszolgalat@naih.hu
- **Website:** https://www.naih.hu

The data subject may also seek a judicial remedy before a court. At the data subject's choice, the proceedings may be brought before the court having jurisdiction at their place of residence or habitual place of stay.

14. Amendment of the Policy

The Data Controller is entitled to amend this policy, particularly if:

- the operation of the website or webshop changes;
- a new processing purpose or a new data processor is introduced;
- a new invoicing, shipping, or technical service provider is engaged;
- the categories of processed data change;
- the legal basis or duration of processing changes;
- the legislation changes.

The current privacy policy is available on the molliscience.com website. In case of significant changes, the Data Controller may also inform registered users via the e-mail address associated with the user account.