

Privacy notice

This Privacy Notice provides detailed information on data processing activities carried out through the website www.e2.met.com (hereinafter: Website) operated by E2 Hungary Zrt. (hereinafter: E2 or Data Controller), pursuant to Articles 13 and 14 of the General Data Protection Regulation (hereinafter: GDPR).

1. Data Controller's information, contact details of the Data Protection Officer

Name: E2 Hungary Zrt.

Registered seat: H-1117 Budapest Dombóvári út 26.

Company registration number: 01-10-048540

E-mail: adatvedelem at e2hungary.hu

Phone: ++36-30 731 9851

You may contact our Data Protection Officer at the following address:

Name: Dr. Emese Júlia Simon
Contact details: MET-DPO at simonlegal.hu

2. Data processing through the Website

Data subjects: The data subjects of the data processing performed through or in connection with the Website are the users of the Website, and in certain cases (e.g. contact, request for quotation), those who voluntarily provide their personal data for the purpose of contacting us.

Source of personal data: The source of the provided, collected or used personal data is always the data subject. Statistical and analytical data related to the use of the Website may also originate from third-party providers.

Providing personal data is voluntary: Providing personal data is voluntary and – with respect to data processing through the Website – is not a condition for concluding a contract. This does not apply where a contract is to be concluded with the interested party (or their company), as providing certain data is a prerequisite for concluding contracts. However, in connection with the conclusion of business contracts, not this notice but the **separate data protection notice relating to business contracts** of E2 shall apply, which is available [here](#) [link].

Failure to provide data: If you do not provide your personal data, the consequence is that we may be that unable to contact you, send you or your business a quote, or respond to your questions.

Automated decision-making and profiling: E2 does not use automated decision-making procedures and does not carry out profiling in the context of the data processing covered by this notice.

Regarding the processing of personal data related to the reporting of misconduct pursuant to *Act XXV of 2023 on, complaints, notifications of public interest and rules on the notification of abuse* potentially affecting E2 is detailed in a separate privacy notice of E2 and the MET Group concerning the whistleblowing system, available [here](#).

The individual data processing activities:

2.1. Contact form

By using the contact form, you can get in touch with us to ask questions, provide feedback, or request a quote.

Scope of processed data: name, e-mail address, phone number, content of the inquiry message

Purpose of processing: To respond to inquiries and ensure contact with interested parties. The collection of data from interested parties is carried out for the purposes of future contact through the channels provided by them and for building a database.

Legal basis: The legal basis of processing is Article 6(1)(b) of the GDPR – taking steps at the request of the data subject prior to entering into a contract, in case the inquiry is related to a quotation or specific contract. In other cases, the legal basis is Article 6(1)(a) of the GDPR – the data subject's consent. If the contact relates to an existing or potential dispute or complaint, the legal basis is Article 6(1)(f) of the GDPR – the legitimate interest of E2, which lies in defending against any claims or demands made against it.

Duration of processing: The data will be processed for a maximum of 5 years for the purposes of creating a database and future business-related contact. In relation to complaint handling, data processing may continue for an additional 3 years, or until the statute of limitations expires in the event of a legal dispute or the possibility thereof.

Note: In the course of data processing related to the contact form, E2 and MET Magyarország Zrt. act as joint data controllers, in accordance with the privacy notice regarding business contracts, available **here** [\[link\]](#). E2 and MET Magyarország Zrt. also act as joint data controllers during the preparation and conclusion of business contracts.

2.2. SME quotation request form

With the quotation request form, you can request a specific offer from E2 for electricity and/or gas services.

Scope of processed data: name, company name, address, tax number, e-mail address, phone number

Optional data: position, annual consumption amount and unit, expected consumption amount and unit, site address (postal code, city, street, number/land registry number), metering point identifier (POD number)

Purpose of processing: To prepare an offer based on the provided data and for future contact. The collection of data from interested parties is carried out for the purposes of future contact through the channels provided by them and for building a database.

Legal basis: Article 6(1)(b) of the GDPR – taking steps at the request of the data subject prior to entering into a contract.

Duration of processing: The data will be processed for a maximum of 5 years for the purposes of creating a database and future business-related contact. In relation to complaint handling, data processing may continue for an additional 3 years, or until the statute of limitations expires in the event of a legal dispute or the possibility thereof.

Note: For data processing related to quotations, the data protection notice jointly prepared by E2 and MET Magyarország Zrt. as joint data controllers concerning business contracts shall apply, which is available **here** [\[link\]](#). E2 and MET Magyarország Zrt. act as joint data controllers during the preparation and conclusion of business contracts.

2.3. Redirection to other platforms

The Website may redirect you to the following websites:

- **InterMet platform:** the joint integrated partner portal of E2 and MET Magyarország Zrt.
- **Website of the MET Group's company specializing in energy efficiency**
- **MET Group career page (Smart Recruiter):** If the user is interested in an open position listed on the website, clicking on the link of the position will redirect the user to the MET Group's career page. The separate privacy notice available on the career page applies to the application process, recruitment procedure and data processing on the career page. During the recruitment process, members of the MET Group act as joint data controllers.

Please note that the aforementioned external websites have their own privacy notices. E2 is only responsible for the data processing carried out on those websites if, according to the respective privacy notice, it acts as a data controller or joint controller in relation to the data processing activities conducted through the given website.

3. Contact via Email or Phone

You may contact our colleagues via email or phone using the contact details provided on the Website. During this communication, we process personal data. The purpose, legal basis, and duration of the data processing are the same as those specified in the section concerning the Contact Form. The scope of the processed data may be extended with any additional information you may provide.

4. Recipients and Data Processors

At E2, access to personal data is primarily granted to the marketing department, IT department, compliance and security departments.

We may also involve external advisors, such as legal counsel, to assist in handling specific matters. Certain personal data may be shared with our advisors under confidentiality obligations. Advisors are typically considered independent data controllers.

E2 is a member of the MET Group. Data may be transferred within the MET Group to ensure unified administration, case management, and group-level decision-making, as well as for the purpose of providing certain services through a central, unified platform or directly by the service provider. MET Holding AG is located in Switzerland. With regard to data transfers from the EU to Switzerland, the European Commission's adequacy decision 2000/518/EC ensures that personal data transferred to Switzerland is adequately protected. The adequacy decision is available at: <https://publications.europa.eu/en/publication-detail/-/publication/ee76f93d-4545-4878-87cb-7750d7f59987/language-en>. Please note that Swiss data protection law is fully compliant with EU data protection law.

If data is transferred to a MET Group entity located in a non-EU country, the transfer is governed by the *Commission Implementing Decision (2021/914) on standard contractual clauses pursuant to Regulation (EU) 2016/679*, which are governed by an intra-group data transfer agreement between the entities of the MET Group.

No other transfers of personal data to third countries (i.e., outside the EEA) take place.

To operate the Website, we may engage various subcontractors, such as IT providers, for development and maintenance, who act as data processors.

Website Development Service Provider:

Company Name: Dot Consulting-Services Ltd.
Registered Office: 1053 Budapest, Ferenciek tere 3. 3rd floor, 8A
Tax Number: 26260730-2-41
Company Registration Number: 01-09-320707
Phone Number: +36 21 252 4835
E-mail: info@dot.co.hu

Hosting Service Provider:

Company Name: Google Ireland Limited
Address: Gordon House, Barrow Street, Dublin 4, Ireland
Phone Number: +353 1 436 1000
Website: <https://about.google>
Contact: <https://cloud.google.com/contact>

The data processor processes personal data solely in accordance with the instructions of E2 and in compliance with the provisions of the GDPR.

5. Security

E2 applies appropriate technical and organizational measures to protect personal data. This includes the use of modern data storage and security technologies to protect personal data from unauthorized access, misuse or disclosure, unlawful modification or destruction, and accidental loss. All of our employees and any third party we engage to process personal data are required to treat the personal data you provide as confidential.

6. What are your rights regarding data processing?

Data subjects may request the following from the Data Controller:

- **Access to their personal data** (GDPR Article 15): In this context, the data subject has the right to be informed as to whether their personal data is being processed, the right to access the personal data being processed and to request a copy thereof, as well as the right to obtain information relevant from a data protection perspective concerning their personal data (e.g. categories of recipients, duration of storage, safeguards for transfers to third countries, etc.).
- **Rectification of their personal data** (GDPR Article 16): correcting inaccurate data or completing incomplete data.
- **Erasure of their personal data**, if the conditions of the GDPR are met (GDPR Article 17).
- **Restriction of processing** under the conditions set forth in the GDPR (GDPR Article 18).
- **In case of consent-based processing, consent may be withdrawn at any time** without affecting the lawfulness of processing before withdrawal.
- The data subject may **object** to processing based on the Data Controller's legitimate interest for reasons related to their particular situation (GDPR Article 21).

- Requests to exercise these rights can be submitted using the contact details above. We will fulfil the request as soon as possible, but no later than within 30 days, and will notify you of the actions taken or the reasons for rejecting the request.
- **Right to lodge a complaint:** The data subject has the right to lodge a complaint with the Hungarian National Authority for Data Protection and Freedom of Information (1055 Budapest, Falk Miksa utca 9-11.; website: www.naih.hu; email: ugyfelszolgalat@naih.hu; phone: +36-1-391-1400). Before initiating a formal complaint, we encourage you to contact E or our Data Protection Officer so we can review and address your concern as quickly as possible.
- **Right to judicial remedy:** If your rights are violated, you may initiate court proceedings. Legal actions against E fall under the jurisdiction of the competent regional court. You may also file the case at the court competent according to your residence.

7. Amendments to the Privacy Notice

E2 reserves the right to amend this Privacy Notice. The current version is available on the Website.