

# INFORMATION ON DATA PROTECTION FOR CUSTOMERS (GDPR)

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**Version control:**

Version	Changes	Date	Author
1.0	Original document	2018	DPO Kft., Kovács András
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**Classification:** public

Streamnet Zrt., Videosquare Kft., and Teleconnect Kft., acting as data controllers and data processors, hereby inform their clients (hereinafter referred to as the “data subjects”) that they respect the rights of data subjects regarding their personal data. Accordingly, they act in compliance with the provisions set out in their Data Management and Data Security Policy (hereinafter: the “Policy”). The current version of the Policy is always available electronically and in paper form at the Company’s office.

In line with the requirement of providing clear and accessible information, the data controller publishes this abbreviated notice for its clients and other data subjects based on its Policy. This notice constitutes an annex to the Policy.

This Privacy Notice (hereinafter: the “Notice”) sets out the rights and obligations related to visiting the websites (hereinafter: the “Website”) operated by Streamnet Plc., Videosquare Ltd., and Teleconnect Kft. (hereinafter collectively: the “Service Provider”), as well as other essential provisions.

Website	Maintainer
<a href="https://www.streamnet.hu">https://www.streamnet.hu</a>	Streamnet Zrt.
<a href="https://hibridtargyalo.hu/">https://hibridtargyalo.hu/</a>	Streamnet Zrt.
<a href="https://videosquare.eu">https://videosquare.eu</a>	Videosquare Kft.
<a href="https://videosquare.hu">https://videosquare.hu</a>	Videosquare Kft.

## 1 Definitions

**Client / Corporate Client:** A corporate client that uses services provided by the Service Provider under a service agreement.

**Client User (user):** A user of the Client who utilizes services under a service agreement concluded with a Corporate Client. The Company acts as a data processor.

**User:** A natural person who directly uses the services of the Service Provider (i.e. not במסגרת a service agreement concluded with a Corporate Client).

**Visitor:** A visitor of the Website.

**Participant:** A Client User or User who uses conference services.

**Cookie:** A “cookie” is a file (data) sent by the visited website to the Visitor’s browser and stored on the computer’s hard drive. A cookie is therefore data stored by a program running on the server on the Visitor’s computer in order to support its operation. Cookies do not damage the Visitor’s computer, and acceptance of cookies is at the Visitor’s discretion.

**Personal data:** Any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

**Consent of the data subject:** Any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which the data subject, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

**Data controller:** A natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its designation may be provided for by Union or Member State law.

**Data processing:** Any operation or set of operations performed on personal data or on data sets, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

## 2 The legal basis and purpose for data processing

### 2.1 Streamnet Zrt.

#### 2.1.1 [www.streamnet.hu](http://www.streamnet.hu)

Website: <https://www.streamnet.hu/>

General informational website about Streamnet solutions/products. There is no login, and no collection or storage of personal data.

Contact page: <https://www.streamnet.hu/kapcsolat>

A page designated for customer contact, where the Visitor can send a message to the Company after providing their name, email address, company name, and phone number. After submitting the information, an internal email is generated through which the relevant parties are notified of the contact request and the sender's details.

Error reporting page: <https://www.streamnet.hu/hibabejelentes>

A fault reporting option for customers with an active (so-called SLA) agreement. The following data must be provided: name, company name, (corporate) address, email address, and phone number. After submitting the information, an internal email is generated through which the relevant parties are notified of the contact request and the sender's details.

purpose of data processing	Article 6(1)(a) and (b) of the GDPR (data subject's consent and performance of a contract)
categories of data subject	Visitors initiating contact Visitors submitting error reports (corporate employees with an active SLA agreement)
categories of personal data	name, email address, phone number, workplace/company
transfer of data to third parties	none
transfer of data abroad	none
data retention period	2 years
security measures	high level of technical security measures

### Cookie Management

When the Visitor accesses the Website, the Service Provider does not collect any personal data. The Service Provider processes available anonymous information in order to improve and optimize the website content and to measure traffic.

For this purpose, the Service Provider may use so-called "cookies" that support these activities.

Further information about cookies used by the website is available at: <https://www.streamnet.hu>

### 2.1.2 hibridtargyalo.hu

Website: <https://hibridtargyalo.hu/>

General informational website about Streamnet's so-called hybrid meeting room solution. There is no login and no collection or storage of personal data.

Contact page: <https://hibridtargyalo.hu/kapcsolat/>

A page designated for customer contact, where the Visitor can send a message to the Company after providing their name, email address, company name, and phone number. After submitting the information, an internal email is generated through which the relevant parties are notified of the contact request and the sender's details.

purpose of data processing	Article 6(1)(a) and (b) of the GDPR (data subject's consent and performance of a contract)
categories of data subject	Visitors initiating contact
categories of personal data	name, email address, phone number, workplace/company
transfer of data to third parties	none
transfer of data abroad	none
data retention period	2 years
security measures	high level of technical security measures

### Cookie Management

When the Visitor accesses the Website, the Service Provider does not collect any personal data. The Service Provider processes available anonymous information in order to improve and optimize the website content and to measure traffic.

For this purpose, the Service Provider may use so-called "cookies" that support these activities.

Further information about cookies used by the website is available at: <https://hibridtargyalo.hu/>

### 2.1.3 Other websites

The following websites are operated by the Company; however, they are redirected to the websites indicated in the table below. Accordingly, no services are provided and no data collection takes place on these sites.

Website	Redirect
hibridtargyalo.hu	<a href="https://streamnet.hu">https://streamnet.hu</a>
ramcom.hu	<a href="https://streamnet.hu">https://streamnet.hu</a>
teamstargyalo.hu	<a href="https://streamnet.hu">https://streamnet.hu</a>

teleconnect.hu
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<a href="https://streamnet.hu">https://streamnet.hu</a>
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## 2.2 Teleconnect Kft.

### 2.2.1 teleconnect.hu

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

Former dedicated website of Teleconnect Ltd., which has been discontinued and redirected to <https://www.streamnet.hu>.

### 2.2.2 Audio Conference Service

Website: -

The Company provides its clients (corporate customers) with a regulated and secure telephone-based audio conference service accessible via the internet. The service is available through a Hungarian dial-in number.

During the service, audio transmission takes place. Communication is two-way and is transmitted via the telephone network. The service is not capable of processing or recognizing biometric data.

Provision of services: Services are provided to the Company's corporate clients under a service agreement.

Use of the service: The service can be accessed via telephone devices.

User management: The service may be used by the Client's employees and their designated business partners. The Company provides the Client with a contractually agreed number of so-called "virtual audio conference rooms" and the associated capacity (concurrent dial-in connections). Each virtual room is assigned a unique PIN code, which is provided to the Client by the Company. No personal data is processed.

Recording: No recordings are made of audio conferences.

Information obligation: When using the service, it is the responsibility of the Client to inform the data subjects (employees and partners) about the service and to obtain the necessary consents.

purpose of data processing	Article 6(1)(a) and (b) of the GDPR (data subject's consent and performance of a contract)
categories of data subject	Participants using the audio conference service (obtaining consent and providing information is the responsibility of the Client)
categories of personal data	voice, name
transfer of data to third parties	none
transfer of data abroad	none
data retention period	no retention
security measures	high level of technical security measures

## 2.3 Videosquare Kft.

### 2.3.1 videosquare.eu (service website)

Website: [https://\(\\*\).videosquare.eu/](https://(*).videosquare.eu/)

Videosquare is a proprietary, enterprise video sharing and management system through which video content created within an organization (e.g. presentations, trainings, briefings, etc.) can be delivered. The system supports the management of live streams and archived (on-demand) content, document attachments and processing, as well as user comments.

The service operates in two main configurations:

#### **Public Cloud**

A service provided over the internet using infrastructure (servers, storage) owned by Videosquare Kft. Clients receive a virtually segregated video portal service (e.g. <https://videosquare.eu> and <https://<customer>.videosquare.eu>), within which the Client is responsible for the administration of content and users.

Data deletion: In the case of identified users or public content, the Client decides on deletion requests submitted by identified users, and the designated content administrator performs the necessary actions.

Processing of user personal data: The Client may request password expiration settings. Upon expiration, user personal data is anonymized.

Storage of user data: Stored in a database. Passwords are encrypted using a one-way hash algorithm and cannot be accessed even by the Company.

#### **Private Cloud**

A system implemented on the contracted Client's own infrastructure and internal network, created and operated according to the Client's internal IT policies. No external data storage or transfer takes place.

Data deletion: The Client decides independently.

User authentication: Performed via the Client's Active Directory database; in this case, data transfer occurs from the Client to the Company acting as data processor.

Storage of user data: Stored in a database. Passwords are encrypted using a one-way hash algorithm and cannot be accessed by the Company.

Additional Notes:

When recordings are made at on-site events, crowd shots and cutaway footage may be captured. Appropriate notices must be displayed at the venue indicating that video recording will take place. The Company obtains separate declarations from presenters.

purpose of data processing	Article 6(1)(a) and (b) of the GDPR (data subject's consent and performance of a contract)
categories of data subject	Presenters and participants appearing in recorded events Client Users and Users

categories of personal data	Presenters/participants: facial image, likeness, voice, name  Client Users and Users: surname and first name, email address (provided via individual registration/invitation), as well as IP address logs and content consumption history
transfer of data to third parties	none
transfer of data abroad	none
data retention period	For recordings: determined by the Client, considering ongoing contractual performance; necessity of retention is reviewed after 10 years  Upon termination of the contract: 6 months  For users: the Client may define password expiration (X days), followed by automatic deactivation and anonymization after an additional waiting period (Y days); retention period is therefore X + Y days
security measures	high level of technical security measures

### Cookie Management

When the Visitor accesses the Website, the Service Provider does not collect any personal data. The Service Provider processes available anonymous information in order to improve and optimize website content and measure traffic.

For this purpose, the Service Provider may use so-called “cookies” to support these activities.

Further information about cookies used by the website is available at: <https://videosquare.eu/>

#### 2.3.2 videosquare.hu

Website: <https://videosquare.hu/>

A service and product information website for Videosquare. There is no login and no collection or storage of personal data.

Contact page: <https://www.videosquare.hu/ajanlatot-kerek>

A page designated for customer contact, where the Visitor can send a message to the Company after providing their name, email address, company name, and phone number. After submitting the information, an internal email is generated, through which the relevant parties are notified of the contact request and the sender’s details.

purpose of data processing	Article 6(1)(a) and (b) of the GDPR (data subject’s consent and performance of a contract)
categories of data subject	Visitors initiating contact
categories of personal data	name, email address, phone number, workplace/company

transfer of data to third parties	none
transfer of data abroad	none
data retention period	2 years
security measures	high level of technical security measures

### Cookie Management

When the Visitor accesses the Website, the Service Provider does not collect any personal data. The Service Provider processes available anonymous information in order to improve and optimize the website content and to measure traffic.

For this purpose, the Service Provider may use so-called “cookies” to support these activities.

Further information about cookies used by the website is available at: <https://videosquare.hu/>

### 2.3.3 Other websites

The following websites are operated by the Company; however, they are redirected to the websites indicated in the table below. Accordingly, no services are provided and no data collection takes place on these sites.

Website	Redirect
videosqr.com	<a href="https://videosquare.hu">https://videosquare.hu</a>
videosqr.eu	<a href="https://videosquare.hu">https://videosquare.hu</a>
videosqr.hu	<a href="https://videosquare.hu">https://videosquare.hu</a>
videosquare.net	<a href="https://videosquare.hu">https://videosquare.hu</a>
studiosquare.hu	<a href="https://videosquare.hu">https://videosquare.hu</a>

### 3 Data processors

The Company does not engage any data processors, and no personal data is transferred to third parties.

### 4 Rights of data subjects

Upon request, the Data Controller shall provide the data subject with information regarding:

the data processed by it and the categories of personal data, the purpose of the data processing, the legal basis for the processing, the duration of the processing, the period for which the data are stored, or, if this is not possible, the criteria used to determine that period. Furthermore, if the data were not collected from the data subject, the Data Controller shall provide all available information regarding their source, as well as the details of any data processor used. The data subject shall also be informed about the circumstances, effects, and measures taken to remedy any data protection incident, and, in the case of the transfer of personal data, about the legal basis, purpose, and recipients of such transfers.

The data subject may request access to their personal data, as well as the rectification, erasure, or restriction of processing thereof, and may object to the processing of such personal data. The data subject also has the right to data portability.

The data subject is entitled to receive information, to access their personal identification data, to inspect the documentation, and to obtain copies thereof at their own expense.

If the data subject does not agree with the decision of the Data Controller, or if the Data Controller fails to meet the response deadline, the data subject has the right to seek legal remedy before a court within 30 days from the communication of the decision.

#### **National Authority for Data Protection and Freedom of Information (NAIH)**

Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c.

Phone: +36 (1) 391-1400

Fax: +36 (1) 391-1410

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

E-mail: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)

## 5 Contact

### **Streamnet Zrt.**

Email: [info@streamnet.hu](mailto:info@streamnet.hu)

Address: 1138 Budapest, Váci út 182.

Phone: +36 (1) 412 3000

### **Videosquare Kft.**

Email: [info@videosqr.com](mailto:info@videosqr.com)

Address: 1138 Budapest, Váci út 182.

Phone: +36 (1) 889 7603

Budapest, 2026.06.01.