



## Privacy Policy

### 1. Data processing performed by MÁV-START Zrt. Customer Service

1.1. [Data processing by MÁV-START Zrt. in connection with complaints, reimbursement and compensation claims](#) [1].

- [List of partners \(data processors\) selling products of MÁV-START Zrt.](#) [2] (valid: June 15, 2023)

1.2. [Data processing related to the operation of telephone customer service \(MÁVDIREKT\)](#) [3]

1.3. Privacy policy on data processing related to the enforcement of claims against fined passengers by MÁV-START Zrt.

1.4. Privacy policy on data processing related to the management of lost&found objects.

### 2. Data processing in connection with passenger transport services

2.1. Data processings in connection with the sale and control of tickets and passes

[2.1.1. Privacy Policy on data processing by MÁV-START Co. in online ticketing system \(applicable from 1st of October 2024\)](#) [4]

- [Privacy Policy on data processing by MÁV-START Co. in online ticketing system](#) [5] (applicable until 1st of March 2024 - archive)
- [Privacy Policy on data processing by MÁV-START Co. in online ticketing system](#) [6] (applicable until 19th of June 2024 - archive)
- [Privacy Policy on data processing by MÁV-START Co. in online ticketing system](#) [7] (applicable until 1st of October 2024 - archive)

2.1.2. *Data processing related to the sale of the national and county pass*

[2.2. Privacy policy on the data processing performed by MÁV-START Zrt. in connection with the issuance and verification of the solidarity ticket](#) [8]

[2.3. Data processing in connection with the notification and fulfillment of special travel requests, especially in connection with ensuring the travel of people with reduced mobility.](#) [9]

### 3. Data processing related to camera surveillance, asset protection and asset security

[3.1. Camera surveillance performed by MÁV-START Zrt. at the railway station, in the area open to public traffic, in the interior railway vehicles \(on board and body cameras\).](#) [10]

[3.2. Camera surveillance on the ticket machine operated by MÁV-START Zrt.](#) [11]

3.3. *Data processing in connection with the investigation of crimes committed against passengers' property*



## **4. Data processing related to requests and notifications submitted to MÁV-START Zrt**

- 4.1. [Data processing related to the exercise of data subject rights and the fulfillment of requests](#) [12]
- 4.2. [Data processing in connection with requests for information on data of public or data accessible on public interest](#) [13]
- 4.3. *Data processing in connection with the reporting of ethical and other integrity-violating events*

## **5. Data processing by MÁV-START Zrt. for communication and marketing purposes**

- 5.1. *Data processing related to the sending of MÁV-START Zrt.'s newsletter.*

## **6. Privacy policy - other data processing**

- 6.1. *Data processing on the website operated by MÁV-START Zrt. (information on the use of "cookies").*
- 6.2. *General information related to the conclusion of contracts.*
- 6.3. *Information for individual data processings during the passenger service of MÁV-START Zrt.*
- 6.4. [Privacy Policy on data processing in connection with the questionnaire published by MÁV-START Zrt.](#) [14]
- 6.5. [Privacy Policy on data processing in connection with entering the Premium lounge of MÁV-START Zrt.](#) [15]

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**Forrás:**<https://www.mavcsoport.hu/node/97591>

### **Hivatkozások**

[1] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_customer\\_service\\_230928.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_customer_service_230928.pdf) [2] [https://www.mavcsoport.hu/sites/default/files/upload/page/list\\_of\\_partners\\_data\\_processors\\_230615.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/list_of_partners_data_processors_230615.pdf) [3] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_mavdirekt\\_24.06.24.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_mavdirekt_24.06.24.pdf) [4] [https://www.mavcsoport.hu/sites/default/files/upload/page/mavstart\\_online\\_ticket\\_purchase\\_privacy\\_policy\\_20241001.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacy_policy_20241001.pdf) [5] [http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart\\_online\\_ticket\\_purchase\\_privacypolicy.pdf](http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacypolicy.pdf) [6] [http://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_ots\\_2024.03.01.pdf](http://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_ots_2024.03.01.pdf) [7] [http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart\\_online\\_ticket\\_purchase\\_privacy\\_policy.pdf](http://www.mavcsoport.hu/sites/default/files/upload/page/mavstart_online_ticket_purchase_privacy_policy.pdf) [8] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_solidarity\\_ticket.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_solidarity_ticket.pdf) [9] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_on\\_data\\_processing\\_special\\_travel\\_request\\_javitott.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_special_travel_request_javitott.pdf) [10] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_camera\\_surveillance.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_camera_surveillance.pdf) [11] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_on\\_data\\_processing\\_by\\_mavstart\\_zrt\\_during\\_the\\_operation\\_of\\_the\\_cameras\\_on\\_the\\_vending\\_machines.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_by_mavstart_zrt_during_the_operation_of_the_cameras_on_the_vending_machines.pdf) [12] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_requests\\_of\\_data\\_subject\\_0.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_requests_of_data_subject_0.pdf) [13] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_data\\_of\\_public\\_interest\\_0.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_data_of_public_interest_0.pdf) [14] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_mav-start\\_adria\\_ic\\_form.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_mav-start_adria_ic_form.pdf) [15] [https://www.mavcsoport.hu/sites/default/files/upload/page/privacy\\_policy\\_on\\_data\\_processing\\_premium\\_lounge.pdf](https://www.mavcsoport.hu/sites/default/files/upload/page/privacy_policy_on_data_processing_premium_lounge.pdf)