

**INFORMATION OF THE DATA PROTECTION  
IN CONNECTION WITH THE VOICE RECORDS TAKEN  
VIA THE TELEPHONE AND IN THE PERSONAL CUSTOMER SERVICE OFFICE**

Dear Customer!

The E.ON Energiaszolgáltató Kft., the E.ON Észak-dunántúli Áramhálózati Zrt., the E.ON Dél-dunántúli Áramhálózati Zrt., the E.ON Tiszántúli Áramhálózati Zrt., the E.ON Közép-dunántúli Gázhálózati Zrt. and the E.ON Dél-dunántúli Gázhálózati Zrt shall provide the possibility for the customers to make their announcements, to have their complaints examined and remedied, and to obtain information by organizing and operating the customer contact via personal service or in writing, by telephone or electronic tools. This is provided in order to serve the customers eligible to universal service, under Sections 31. § (h); 47. §; 50/A. § of Act LXXXVI of 2007 on the electricity (hereinafter Vet.); Sections 63. §-63/A § of Act XL of 2008 on the supply of natural gas (hereinafter Get); further, under Section 17/B § of Act CLV of 1997 on the consumer protection (hereinafter Fogyv. tv.)

According to the above, the E.ON Energiaszolgáltató Kft., the E.ON Észak-dunántúli Áramhálózati Zrt., the E.ON Dél-dunántúli Áramhálózati Zrt., the E.ON Tiszántúli Áramhálózati Zrt., the E.ON Közép-dunántúli Gázhálózati Zrt. and the E.ON Dél-dunántúli Gázhálózati Zrt has set up a personal and telephone customer service center („call center”) through which you can contact the companies in person, via telephone, text message or e-mail. The customer service activities are provided by our mandatee, the E.ON Ügyfélszolgálati Kft.

**BASIC PRINCIPLES, AIMS AND LEGAL BASIS OF DATA PROTECTION**

The customers' personal data will be forwarded to the E.ON Ügyfélszolgálati Kft, as data processor and mandatee of he E.ON Energiaszolgáltató Kft., the E.ON Észak-dunántúli Áramhálózati Zrt., the E.ON Dél-dunántúli Áramhálózati Zrt., the E.ON Tiszántúli Áramhálózati Zrt., the E.ON Közép-dunántúli Gázhálózati Zrt. and the E.ON Dél-dunántúli Gázhálózati Zrt, under the mandate set out in Section 151.§ (4) of Vet. and Section 125.§ (4) a) of Get.

The E.ON Ügyfélszolgálati Kft will, when providing complaint management, call center services and personal customer service, manage the personal data of any natural persons based on their explicit consent as defined in Section 5.§ a) of Act CXII of 2011 on the information autonomy and freedom of information (hereinafter Avtv.).

Identification of the customers via the Call Center and personal customer service is done primarily via the contracted partner number and meter number.

According to Section 17./B § (3) of the Fogyv. tv., every complaint declared via telephone towards the customer service, further, the telephone communication between the customer and the customer service must be recorded, and the record be kept for five years. The customer must be informed thereabout at the beginning of the telephone call. The record must be provided to the customer upon asking.

The personal conversation in the customer service office is recorded by the E.ON Ügyfélszolgálati Kft, upon your preliminary consent given after adequate information. The recording serves the aim to serve our customers on an ever higher niveau, and to examine the complaints arising as soon as possible.

E.ON Ügyfélszolgálati Kft has been registered to the Data Protection Registry, according to the provisions of Avtv.

**LEGAL REMEDIES AVAILABLE FOR THE CUSTOMER**

If the customer suspects that their rights were infringed by the management of their personal data, they may ask information from the person responsible for the data protection, and for the correction of their

personal data. If the customer doesn't find this solution satisfactory, they may initiate the process of the competent data protection authority.

The internal person responsible for data protection of E.ON Ügyfélszolgálati Kft. is Tibor HADARÓ, his e-mail address is [adatvedelem@eon-hungaria.com](mailto:adatvedelem@eon-hungaria.com).

Upon infringement of their data protection rights the customers may initiate court proceedings against the data manager.

The data manager is obliged to reimburse the damages caused to others by unlawfully infringing the data management obligations regarding the data of the customers.

Detailed list of the data protection rights and obligations are found in Sub-headings 13-17 and 30. of the Avtv.

Under Section 14.§ of the Avtv, the customer is entitled to

- a) ask for information regarding the management of their personal data
- b) ask for correction of their data
- c) ask for deletion or closure of their data, ineffective, however, to the obligatory data management.

We hereby inform our customers that our company or the given mandator company is entitled to manage your data which are managed presently in order to fulfill the legal obligations of the mandators of our company, further, to execute their rightful interests, also after the occurrent withdrawal of your data management consent.

Our company as data manager is obliged to give the customers the information they asked for in the shortest possible time from the issuance of the request, but not later than in 30 days' time, in writing and in a commonly understandable form.

Shall you have any further question or doubt regarding your data managed by the E.ON Ügyfélszolgálati Kft., or if you would like to ask for further information, you can contact us:

1. via e-mail at [adatvedelem@eon-hungaria.com](mailto:adatvedelem@eon-hungaria.com) ;
2. postal mail, to be sent to E.ON Ügyfélszolgálati Kft., 7602 Pécs, Pf. 192.
3. via phone; our phone numbers are found on the [www.eon.hu](http://www.eon.hu) website.

The present Data Protection information is effective from 1. January 2012 until amended or withdrawn.

Budapest, 31. December 2011

E.ON Ügyfélszolgálati Kft.