# Privacy Policy

## Privacy Policy and Processing

**PRIVACY POLICY**

**Domain:** helektrahealing.com/en/

**Effective Date:** September 3, 2026

helektrahealing.com (hereinafter: Data Controller) considers visitors' and clients' right to informational self-determination paramount. The Data Controller hereby publishes its data protection principles and practices, which it recognizes as binding upon itself.

### 1. Data Controller Details

- **Name of Data Controller / Company Name:** Hatzopoulos Elektra, Adelaida-SA Kft.
- **Registered Address / Head Office:** 1182 Cziffra Gy. u. 21/A, Hungary
- **Company Registration / Tax ID (Adószám):** 01-09-952329
- **E-mail Address:** adelaidasaltd@gmail.com
- **Phone Number:** +3630745497

### 2. Applicable Legislation

Our data processing principles comply with the applicable data protection legislation, in particular:

- Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR);
- Act CXII of 2011 on Informational Self-Determination and Freedom of Information (Infotv.);
- Act C of 2000 on Accounting (Számv. tv.);
- Act CVIII of 2001 on Certain Issues of Electronic Commerce Services and Information Society Services (Eker. tv.);
- Act XLVIII of 2008 on the Basic Requirements and Certain Restrictions of Commercial Advertising Activities (Grt.).

### 3. Details of Data Processing

**A) Webshop, Course, and Event Registration**

- **Data processed:** Name, billing address, e-mail address, phone number.
- **Purpose:** Fulfilling orders, ensuring course participation, communication.
- **Legal Basis:** Performance of a contract (GDPR Article 6(1)(b)).
- **Retention Period:** 5 years from the completion of the contract (general limitation period under civil law).

**B) Invoicing and Accounting**

- **Data processed:** Name, billing address, amount and subject of order.
- **Purpose:** Compliance with legal obligations (issuing invoices).
- **Legal Basis:** Compliance with a legal obligation (GDPR Article 6(1)(c) and Act C of 2000 on Accounting).
- **Retention Period:** 8 years from the issuance of the invoice (pursuant to Section 169 of the Accounting Act).

**C) Individual Consultations and Blockages (Special Categories of Data)**

- **Data processed:** Name, contact details, and information regarding mental, emotional, or health status voluntarily shared during consultation.
- **Purpose:** Conducting individual consultations, ThetaHealing, or other mentoring processes.
- **Legal Basis:** Explicit, voluntary consent of the data subject pursuant to GDPR Article 9(2)(a).
- **Retention Period:** Until the conclusion of the consultation process, or until consent is withdrawn.

**D) Contact and Forms**

- **Data processed:** Name, e-mail address, message content.
- **Purpose:** Answering visitor inquiries and requests.
- **Legal Basis:** Consent of the data subject (GDPR Article 6(1)(a)).

**Retention Period:** Until the inquiry is fully handled.

**E) Newsletter and Marketing**

- **Data processed:** Name, e-mail address.
- **Purpose:** Sending information about new courses, offers, and articles.
- **Legal Basis:** Voluntary, explicit consent (GDPR Article 6(1)(a) – separate opt-in checkbox).
- **Retention Period:** Until consent is withdrawn (unsubscription).

### 4. Log Files and Technical Data

Log files are automatically generated by our server regarding certain parameters of our services or the visitor's IP address. The Data Controller does not associate these IP addresses with any other data that would allow the user to be personally identified. The Data Controller processes log files solely for statistical and traffic measurement purposes, as well as to maintain system security.

### 5. Data Processors (Third Parties)

The Data Controller engages the following data processors during data processing:

- **Hosting Provider:** UNAS Online Kft.
- **Online Invoicing System:** Billingo Kft.
- **Payment Provider:** Revolut
- **Newsletter Software:** None

The Data Controller will not disclose personal data to third parties other than the specified data processors, unless required by law. Personal data provided by users will not be transferred to third parties for marketing purposes.

### 6. Cookie Management

We use cookies to operate the website, improve user experience, and measure statistical data. Apart from cookies strictly necessary for operation, visitors can grant, modify, or withdraw their consent for marketing and analytics cookies via the Cookie Banner displayed on the website.

### 7. External Links

The helektrahealing.com website may contain links to external websites. The Data Controller assumes no responsibility or liability for the content, privacy practices, accuracy, or security of these external websites.

## 8. Data Security Measures

The Data Controller undertakes to ensure data security. It implements technical and organizational measures to guarantee the protection of recorded, stored, and processed data, preventing accidental or unlawful destruction, loss, unauthorized access, alteration, or dissemination (including the use of secure HTTPS/SSL protocols and password protection).

## 9. Rights of the Data Subjects

Users are entitled at any time to:

- Request information about their processed data and access rights;
- Request the rectification or updating of their data;
- Request the erasure ("right to be forgotten") or restriction of their data;
- Withdraw their consent to data processing at any time;
- Exercise the rights to data portability and objection.

Such requests can be submitted via e-mail at: **adelaidasaltd@gmail.com**.

## 10. Legal Remedies

If you feel that our data processing has violated your rights, don't hesitate to get in touch with us first so we can resolve the issue directly.

You may also enforce your rights through court proceedings or by lodging a complaint with the supervisory authority:

- **National Authority for Data Protection and Freedom of Information (NAIH)**
- **Address:** 1055 Budapest, Falk Miksa utca 9-11., Hungary
- **Mailing Address:** 1363 Budapest, Pf. 9., Hungary

**E-mail:** ugyfelszolgalat@naih.hu | **Web:** www.naih.hu