



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 \(applicable from 1th of March 2024\)](#) [4]

- [Privacy Policy on data processing by MÁV-START Co. in online ticketing system](#) [5] (applicable until 1th 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)

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](#) [7]

[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.](#) [8]

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 \(on board and body cameras\).](#) [9]

[3.2. Camera surveillance on the ticket machine operated by MÁV-START Zrt.](#) [10]

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](#) [11]
- 4.2. [Data processing in connection with requests for information on data of public or data accessible on public interest](#) [12]
- 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.](#) [13]
- 6.5. [Privacy Policy on data processing in connection with entering the Premium lounge of MÁV-START Zrt.](#) [14]

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

Hivatkozások

- [1] 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 [3]
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