

## PRIVACY POLICY

From time to time, Customers may need to provide personal data to Virtu Étterem Kft to be able to access and use certain services at ZAZIE Bistro & Bar and its website [zaziebistro.hu](http://zaziebistro.hu) .

This Privacy Policy (the “**Policy**”) sets out the principles, purposes and other facts that determine the purposes for which, for how long and how personal data may be processed, and the means of enforcement of rights and redress available to our Customers in relation to the processing of personal data.

### **Definitions:**

- **Data Processing:** any operation on personal data related to processing operations carried out on behalf of the Controller, irrespective of the method and means used to carry out the processing operation and the place of application, provided that the operation is carried out on the data. Accordingly, processor refers to the natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.
- **Processing:** Any and all operations performed on data irrespective of the procedure used including, in particular, the collection, recording, reconciliation, storage, alteration, use, querying, transmission, disclosure, coordination or interconnection, blocking, erasure or destruction of data or preventing its further use.
- **Controller:** the data provided by the Customer are processed by **Virtu Étterem Korlátolt Felelősségű Társaság** (hereinafter referred to as “Zazie Bistro&Bar”), i.e. only Zazie Bistro&Bar is entitled to take and implement any decisions related to the personal data of Customers. Details of the Controller:
  - Registered office and mailing address: 1024 Budapest, Margit körút 5. A. ép. 3. em. 1. ajtó 8
  - Company registration number: 01-09-299407 (registered at the Court of Registration of the Budapest-Capital Regional Court)
  - Tax number: 25973099-2-41
  - E-mail address: [info@zaziebistro.hu](mailto:info@zaziebistro.hu)
  - Phone number: +36 70 453 2500
- **Restaurant:** the Zazie Bistro&Bar
  - Address: 1117 Budapest, Dombóvári út 28
  - E-mail address: [zaziebistro.hu](mailto:zaziebistro.hu)[info@zaziebistro.hu](mailto:info@zaziebistro.hu)
  - Website: [virturestaurant.com](http://virturestaurant.com)
  - Phone number: +36 70 453 2500
- **Service:** services that Customers may use at their discretion in the Restaurant in person or via the Website, in particular: reservations, consumption at the Restaurant, filling in a questionnaire, prize draw, raffle, guest card, newsletter.
- **Customer:** any natural person who uses the services of Zazie Bistro&Bar at the Restaurant or on the Website and whose personal data are processed by the Controller.
- **Personal Data:** Any information relating to a Customer by which the Customer is identified or identifiable. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic,

cultural or social identity of that natural person. The Controller collects personal data relating to the Customer separately by each processing purpose specified in this Policy.

- **Computer:** any computing device, mobile phone, computer, tablet computer at the disposal of the Customer, which is considered as electronic communications terminal equipment according to Section 188 point 21 of Act C of 2003 on Electronic Communications, and which is capable of receiving cookies (data packets).
- **GDPR:** Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Regulation (EC) No 95/46/EC (General Data Protection Regulation).
- **Cookie:** a file (string of data) that can be created on the Website visitor's computer by the program that displays the Website and that stores information about the Customer, and the connection between the Customer and the web server. The purpose of the use of cookies is to identify (recognise) the Customer's computer, to facilitate and monitor browsing, to analyse and evaluate the usage patterns of visitors to the Website and, as a result, to improve the user experience.
- **Website:** the Restaurant's website [virturerestaurant.com](http://virturerestaurant.com), and all other websites (social media sites) related to the Restaurant, either separately or in combination, depending on the context
- **Data Protection Authority:** the Hungarian National Authority for Data Protection and Freedom of Information
  - Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/C;
  - E-mail address: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu);
  - Website: <http://naih.hu>;
  - Telephone: +36 (1) 391-1400.

### **Contact details of the Controller and its legal representative**

Controller contact details:

- a) Registered office and mailing address: 1024 Budapest, Margit körút 5. A. ép. 3. em. 1. ajtó
- b) E-mail: [info@zaziebistro.hu](mailto:info@zaziebistro.hu)
- c) Phone number: +36 70 453 2500

Name and contact details of the legal representative of the Controller:

- a) Name: Gréta Orsolya Moss
- b) Mailing address: 1024 Budapest, Margit körút 5. A. ép. 3. em. 1. ajtó
- c) E-mail: [info@zaziebistro.hu](mailto:info@zaziebistro.hu)

### **Purposes of the processing, and processes applied**

#### **Camera usage**

In order to protect the personal safety and property of the Restaurant and its Customers, the Controller monitors the Restaurant with a closed circuit television ("CCTV") system. Recording by camera as a purpose for processing is justified both by the legitimate interests of the Controller and the Customers with regard to the protection of persons and property. The basis for the use of CCTV monitoring is therefore to ensure the surveillance of movable property of major value in the Restaurant, the valuables of the Customers and the property for asset protection purposes, as well as the surveillance of the security of persons in the Restaurant premises. To meet these security objectives, the Controller warns visitors of the use of the camera by means of signs posted in a prominent place, both when entering the Restaurant and in each of the rooms monitored in the Restaurant. The camera settings are set to record only persons with whom the Controller has a relevant relationship by reason of their use of the Restaurant's services. Based on the warning signs displayed, the Customer can predict in advance the purposes and areas for which the data are recorded. The Controller shall provide the rights and safeguards to the Customer as set out in the section "Enforcement and redress" below with respect to the processing of data under this paragraph.

The recordings of the cameras are stored for the period permitted under Act CXXXIII of 2005 on the Rules of Personal and Property Protection and Private Investigation (“Personal and Property Protection Act”), and recordings are actually only used later in the event of an incident threatening the security of persons and property, to the extent necessary for official or judicial proceedings. Otherwise the recordings are deleted after the period specified in the Personal and Property Protection Act. The recorded images are therefore stored by the Controller only digitally and for the period provided for in the Personal and Property Protection Act, after which they are deleted. The angle of view of the installed camera may at all times be directed exclusively towards areas consistent with the purpose of the protection of persons and property, without any infringement of human dignity. No cameras are installed in toilets. No hidden cameras are installed. The Controller will not transmit the recordings to third parties (except in cases provided for by law).

Therefore, based on the above interests of protection of persons and property, the legal basis of camera surveillance as data processing is the legitimate interest of the Controller and the Customers pursuant to Article 6(1)(f) of the GDPR. The Controller shall provide for and ensure compliance with detailed data processing rules and safeguards for its employees and security service personnel in a separate policy.

#### **Database managed for the purpose of sending newsletters, loyalty program:**

The purpose of the Controller is to periodically contact Customers via their e-mail address with information about current events, promotions, program offers and in connection with its services, in accordance with the provisions of Section 6 of Act XLVIII of 2008 on Essential Conditions of and Certain Limitations to Business Advertising (hereinafter referred to as the “Advertising Act”). The legal basis for this processing is based on the explicit and freely given consent of the Customer, given in a separate statement or if the Customer provides personal data for this purpose. Pursuant to Section 6(3) of the Advertising Act, the Controller has the right to process the data until the Customer’s consent is withdrawn. The Customer hereby consents to the Controller sending them text messages or emails in connection with the Restaurant’s Services for the purposes set out in this paragraph. Personal data processed in the context of the general newsletter: name, e-mail address.

Personal data that may be provided to participate in the loyalty program: full name; e-mail address; telephone number.

The Customer has the right to cancel the subscription at any time, without restriction and without giving any reason, free of charge, by clicking on the “Unsubscribe from newsletter” button at the bottom of the newsletter or by sending an e-mail to [info@zaziebistro.hu](mailto:info@zaziebistro.hu).

As set out above, the legal basis for the processing purpose concerned is the Customer’s freely given, explicit and informed consent pursuant to Article 6(1)(a) of the GDPR.

#### **Questionnaire (Building a database to measure customer satisfaction)**

When using the restaurant services, the Customer has the opportunity to fill in a short paper-based questionnaire to assess customer satisfaction. If the Customer does not provide any personal data in the questionnaire, the questionnaire will be processed anonymously without recording any personal data. In other cases, the personal data that may be provided when filling in the questionnaire are: full name; e-mail address, mobile phone number. If the Customer provides certain personal data in the questionnaire on the basis of his or her own choice, the processing of such data is based on Article 6(1)(a) of the GDPR, i.e. the Customer’s explicit, freely given and informed consent.

The Customer has the right to withdraw his or her consent to the processing of personal data at any time after providing the personal data, after which the Controller no longer has the right to process the personal data. The Controller processes the personal data provided until consent is withdrawn.

#### **Recording of technical data (cookies)**

In addition to the Customer’s personal data, the use of the Website and the Restaurant’s Wi-Fi service technically records the data (cookies) of the Customer’s computer that are generated during the use of the Website and that are recorded (logs) when the Customer visits and leaves the Website (without any special declaration or action by the Customer). The purpose of these data is to compile statistics on the visits and use of the Website and to improve the Website’s IT system in general. These data are not linked by the Controller

(except in cases required by law) to the personal data of the Customer and are accessible only to the staff of the Controller and the Administrator. The Customer can delete the cookie from his or her computer at any time (using the appropriate menu options in the browser) or can also set the browser (typically using the "Help" function) to disable the use of cookies. However, by disabling cookies, the User acknowledges that without cookies the use of the Website is not fully functional.

### **Table reservations**

The Controller provides the possibility for persons wishing to use the Service to reserve a table in the Restaurant in advance, by telephone, e-mail or through an online reservation system operated by SEVENROOMS INC. (seat: 228 Park Avenue South PMB 33706 New York NY 10003, hereinafter referred to as "SevenRooms"), for the time of their choice. The purpose of providing the data supplied by the Customer when making a reservation is therefore to be able to use the Service at the time of the Customer's choice, and to request the steps of the contractual service provided by the Controller. In this context, Customers may provide their full name for identification purposes and their telephone number and e-mail address and bank card details for contact purposes.

Virtu Étterem Kft. qualifies as the Data Controller of the personal data provided for table reservations. SevenRooms Inc. and Stripe Inc. qualify as Data Processors acting on behalf of Virtu Étterem Kft., except for the independent processing of bank card data by Stripe Inc., which is carried out as an independent Controller under its own Privacy Policy. The privacy policy of SevenRooms can be accessed at the following link: <https://sevenrooms.com/privacy-policy>.

SevenRooms handles the following data: last name, first name, email address, phone number, date of birth, preferred communication language, and dietary restrictions.

SevenRooms transfers the data it manages to Virtu Étterem Kft. for guest communication, contact purposes, and to ensure the reservation, thus making Virtu Étterem Kft. a Data Processor in this regard until the completion of the restaurant service based on the reservation. The legal basis for data processing is the consent of the individuals for the purpose of service provision.

The storage of bank card data is managed by Stripe Inc. Therefore, the bank card data provided during the table reservation is transmitted to the servers of Stripe Inc. The personal data transmitted in this way is handled by Stripe Inc. in accordance with its Privacy Policy, which can be accessed at the following link: <https://stripe.com/en-hu/privacy>. Virtu Étterem Kft. does not have access to the data provided to Stripe and does not handle it.

If a reservation is made for a large group, the Controller may make the successful reservation conditional upon payment of a deposit. In such case, the Controller will send a request for an advance payment by e-mail and the Data Subject will be able to validate the reservation by providing credit card details. In such circumstances, the Controller will finalise the reservation by verifying the credit card details provided and by debiting the credit card account with the amount of the advance payment. In addition to the above, the following data are processed in the case of advance payment: bank card number, issuing bank name, cardholder name, expiry date, CVC2 or CVV2 code.

In view of the above, the legal basis for the processing of personal data is the taking of steps at the request of the Customer prior to entering into the contract between the parties, in accordance with Article 6(1)(b) of the GDPR. Personal data will be processed by the Controller also after the provision of the service at the selected time, until the request of the Customer for erasure thereof.

The reservation cannot be finalised without the above personal data.

When making a reservation, the Customer may also provide certain health information about his or her eating habits (e.g. indication of food allergies), which may constitute sensitive data and to which the Customer gives his or her explicit, freely given and informed consent at the time of accepting this Policy. The purpose of supplying the data concerned is to enable the Controller to provide the Service in a manner appropriate to the Customer's state of health. The processing is based on the Data Subject's consent, Article 9(2)(a) GDPR.

### **Event Reservations and Guest Data Management**

The Controller uses the information technology system (SaaS platform) provided by Tripleseat Software, LLC (registered office: 300 Baker Avenue, Suite 205, Concord, Massachusetts, 01742, USA; contact: support@tripleseat.com, +1 (978) 614-0490) for the administration of events at Zazie Bistro&Bar for managing reservations, and for maintaining guest records.

Categories of personal data processed: guest's name, e-mail address, phone number; reservation details (date, time, number of persons, venue); special requests provided by the guest (e.g., food allergies, other notes); payment-related data (deposit, bank card data in tokenized form through Stripe Inc. integration).

Legal basis for processing: Article 6(1)(b) GDPR (performance of a contract and steps prior to entering into a contract), and Article 6(1)(f) GDPR (legitimate interests of the Controller in ensuring system operation, IT security, and statistical purposes). The processing of data relating to food allergies or health conditions is based on the guest's consent under Article 9(2)(a) GDPR.

Data transfers to third countries: personal data are transferred to servers located in the United States. The legal basis for such transfer is the EU-US Data Privacy Framework (DPF) and the Standard Contractual Clauses (SCC) adopted by the European Commission.

Data retention: data are retained for a maximum of 5 years following the performance of the contract, unless a longer retention period is required by law or the guest validly requests earlier deletion.

Processor status: Tripleseat acts as a data processor and processes personal data solely on the Controller's instructions.

### **Telephone Customer Service**

For the purpose of handling guest inquiries and reservation requests received by telephone, as well as for complaint management, the Controller engages the services of QUALITY-CALL Kft. (registered office: 1186 Budapest, Margó Tivadar Street 136. II. floor 5., Hungary; contact: sales@qualitycall.hu, +36 20 382 2234). QUALITY-CALL Kft. records and processes the personal data collected during calls on behalf of the Controller.

Categories of personal data processed: caller's name, phone number, e-mail address (if provided), reservation or inquiry details; audio recordings of the call (for quality assurance and complaint handling purposes).

Legal basis for processing: Article 6(1)(b) GDPR (performance of a contract and steps prior to entering into a contract), and Article 6(1)(f) GDPR (legitimate interests of the Controller in ensuring the quality of customer service activities). The processing of call recordings is based on this legitimate interest.

Data transfers: personal data are processed exclusively within the European Union, with no transfers to third countries.

Data retention: call recordings and reservation data are retained for up to 1 year, after which they are automatically deleted, unless longer retention is required by law or justified by ongoing complaint management.

Processor status: QUALITY-CALL Kft. acts as a data processor and processes personal data solely on the Controller's instructions.

Purpose of processing: administration related to events and reservations, communication with guests, complaint management, and documentation of customer service calls.

Data security: the Controller ensures the security of personal data through technical and organizational measures, in particular encrypted data transmission, role-based access controls, and regular logging.

## **Enforcement and redress**

### **Communication with the Controller**

Communication between the Customer and the Controller takes place by telephone, e-mail, post or in person at the Restaurant. The Controller's e-mail address for this purpose: info@zaziebistro.hu; mailing address: 1024 Budapest, Margit körút 5. A. ép. 3. em. 1. ajtó. The Customer has the right to request confirmation from the Controller at any time as to whether personal data concerning them are being processed, and, where that is the case, the Customer has the right of access to the processed personal data to the following extent.

In the context of access, the information provided by the Controller in relation to data processing may include in particular:

- a) purposes of the processing;
- b) the personal data processed;
- c) recipients of data transfer;

- d) the expected duration of the processing or, if it is not possible to determine this, the criteria for determining the duration;
- e) the rights exercisable by the Customer;
- f) the right to lodge a complaint with the Authority;
- g) the source and legal basis of the information collected by the Controller.

The Controller shall comply with the above request for information without undue delay, but at the latest within one month of the request for information.

The Controller shall provide a copy of the personal data subject to processing upon the Customer's request. The Controller may charge a reasonable administrative fee for additional copies requested by the Customer.

a) The Controller will only examine and reply to an e-mail sent by a Customer in connection with data processing if received from an e-mail address previously provided by the Customer (unless the Customer refers in the message to a change of e-mail address or the Customer's identity can be clearly verified from the e-mail).

b) The Controller shall inform the Customer of any action taken with regard to personal data without delay, but no later than one month after the action is taken. If the Controller does not take action on the request of the Customer, the Controller shall inform the Customer without delay and at the latest within one month of receipt of the request of the reasons for not taking action and on the possibility of lodging a complaint with the Authority and seeking a judicial remedy.

### **Rectification**

The Customer has the right to notify the Controller of any changes to his or her personal data (by e-mail or postal letter as described above). The Controller will implement the change within 8 days of receipt of the request. The Customer will bear the consequences of the Customer's failure to notify any change in his or her personal data without delay. If the personal data provided is not accurate and the accurate personal data is available to the Controller, the Controller automatically corrects the personal data.

### **Erasure of data**

The Customer has the right to obtain from the Controller, upon request, the erasure of personal data concerning him/her without undue delay, and the Controller has the obligation to erase personal data relating to the Customer without undue delay, in particular where one of the following grounds applies:

- a) the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- b) the Customer withdraws consent on which the processing is based and there is no other legal ground for the processing;
- c) the Customer objects to the processing based on legitimate interest;
- d) the personal data have been unlawfully processed by the Controller;
- e) the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject.

Even in the above cases, the Controller is not obliged to delete the personal data processed, if the processing is necessary:

- a) for exercising the right of freedom of expression and information;
- b) for compliance with a legal obligation which requires processing by Union or Member State law to which the Controller is subject or for the performance of a task carried out in the public interest;
- c) for statistical or archiving purposes or for scientific or historical research purposes, where erasure is likely to render impossible or seriously impair the achievement of the objectives of that processing;
- d) for the establishment, exercise or defence of legal claims.

### **Objection to the processing**

The Customer has the right to object at any time, on grounds relating to his or her particular situation, to the processing of his or her personal data under this Policy on the basis of legitimate interest (the processing based on the use of CCTV is based on legitimate interest under this Policy. The newsletter service is based

exclusively on the explicit consent of the Customer). The Controller shall no longer process the personal data unless it demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the Customer or for the establishment, exercise or defence of legal claims.

### **Right to restriction of processing**

The Customer has the right to obtain from the Controller restriction of processing of his or her data, if one of the following conditions is met.

- a) the accuracy of the personal data is contested by the Customer, for a period enabling the Controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the Customer opposes the erasure of the personal data and requests the restriction of their use instead;
- c) the Controller no longer needs the personal data for the purposes of the processing, but they are required by the Customer for the establishment, exercise or defence of legal claims;
- d) the Customer has objected to processing; pending the verification whether the legitimate grounds of the Controller override those of the Customer.

Where processing is restricted on the basis of the above, such personal data shall, with the exception of storage, only be processed with the Customer's consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State. If the restriction of processing is lifted, the Customer requesting the restriction shall be informed of this fact in advance by the Controller.

### **Right to data portability**

With regard to the personal data processed on the basis of the consent of the Customer or for the performance of the contract the Customer has the right to receive the personal data concerning them, which they have provided to the Controller, in a structured, commonly used and machine-readable format and has the right to transfer those data to a third party controller without hindrance from the Controller to which the Customer has provided the personal data. This right may only be exercised in relation to personal data processed on the basis of consent or on the legal basis of the performance of a contract.

### **Bringing proceedings before the Hungarian National Authority for Data Protection and Freedom of Information**

The Customer may file a complaint with the Authority to initiate an investigation on the grounds that a breach of rights in relation to the processing has occurred or is imminent in relation to the processing of personal data. The Authority's investigation is free of charge and the costs of the investigation are advanced and borne by the Authority. No person shall suffer prejudice as a result of having made a notification to the Authority. The Authority may disclose the identity of the person lodging the complaint only if it would not be possible to carry out the investigation without such disclosure. If the notifier so requests, the Authority may not disclose their identity even if the investigation cannot be carried out without it.

### **Judicial enforcement of rights**

The Customer may bring an action against the Controller in court in the event of an infringement of their rights. As a general rule, the court with competence at the registered office of Zazie Bistro&Bar has jurisdiction, but, at the Customer's option the lawsuit may also be brought before the court of the Customer's domicile or residence. The jurisdiction of the court can be checked by using the "Bíróság kereső" (Court Search) application on [www.birosag.hu](http://www.birosag.hu). The court rules on the case summarily.

### **Compensation and Damages**

If by the unlawful processing of the Customer's personal data or a breach of the data security requirements the Controller:

- a) causes damage to the Customer or to another person, the Controller shall compensate the damage (compensation);

b) violates the Customer's privacy rights, the Customer may claim damages from the Controller.

The Controller shall be exempted from liability for the damage caused and from the obligation to pay damages if it proves that the damage or the infringement of the Customer's right to privacy was caused by an unavoidable cause outside the scope of the processing. No compensation or damages shall be payable if the damage or injury to the privacy rights was caused by the intentional or grossly negligent conduct of the Customer (the damaged party).

#### **Miscellaneous provisions**

33. The Controller reserves the right to unilaterally amend the Policy at any time. Customers will be informed of such amendments by publication on the website [virturerestaurant.com](http://virturerestaurant.com) and by displaying the amended Policy prominently in the Restaurant.

34. The Policy is governed by the rules of Hungarian law.

35. The Policy enters into force on 1<sup>st</sup> October 2025. The Policy is available on the website [virturerestaurant.com](http://virturerestaurant.com) and is also prominently displayed in the Restaurant.

Budapest, 1<sup>st</sup> October 2025.