PRIVACY POLICY

HITCHKI Indian Restaurant Budapest

Website: https://hitchkibudapest.hu/

Last updated: October 2026

This Privacy Policy explains how personal data are processed in connection with the HITCHKI website and restaurant services. It is provided for information purposes and does not require the visitor to "accept" the Privacy Policy as a contract.

Personal data are processed in accordance with Regulation (EU) 2016/679 (General Data Protection Regulation - GDPR), Hungarian Act CXII of 2011 on Informational Self-Determination and Freedom of Information, and other applicable Hungarian laws.

1. Data Controller

The data controller responsible for the processing described in this Privacy Policy is:

Legal name	OM SAI Kereskedelmi és Szolgáltató Korlátolt Felelősségű Társaság (OM SAI Kft.)
Registered office	1063 Budapest, Szinyei Merse utca 1., Hungary
Company registration number	01-09-195642
Tax number	25029358-2-42
Restaurant / place of business	HITCHKI Indian Restaurant, 1051 Budapest, Vigyázó Ferenc utca 4., Hungary
Website	https://hitchkibudapest.hu/
E-mail	info@hitchkibudapest.hu
Telephone	+36 30 346 0500

In this Privacy Policy, OM SAI Kft. is referred to as the "Data Controller", "HITCHKI", "we", "us" or "our".

2. Principles of Data Processing

HITCHKI processes personal data in accordance with the following principles:

- lawfulness, fairness and transparency;
- purpose limitation;
- data minimisation;
- accuracy;
- storage limitation;
- integrity and confidentiality; and

- accountability.

We only process personal data where there is an appropriate legal basis under the GDPR, and we retain data only for as long as necessary for the relevant purpose or as required by law.

3. Data Processing Activities

3.1. Table reservations

When you make a table reservation through the Website, by telephone, by e-mail or directly with the restaurant, we may process the following data:

- name;
- e-mail address;
- telephone number;
- date and time of the reservation;
- number of guests;
- reservation notes and other information voluntarily provided by you.

Purpose	Recording, confirming, modifying or cancelling the reservation; contacting the guest in connection with the reservation; providing the requested restaurant service.
Legal basis	GDPR Article 6(1)(b): processing necessary to take steps at your request prior to entering into a contract and/or for performance of the requested restaurant service.
Retention	Reservation data are retained until the reservation has been completed and the related administration has been concluded, unless further retention is required by law or is necessary for the establishment, exercise or defence of legal claims.
Mandatory data	The information required to identify and contact the person making the reservation and to record the requested date, time and party size. Without these data, the reservation may not be possible.

Please do not include sensitive personal data in the reservation notes unless this is genuinely necessary for the service. If you voluntarily provide information concerning food allergies, intolerances or other health information, such information may constitute special category personal data. Where such data are processed based on your explicit consent, the legal basis is GDPR Article 6(1)(a) together with Article 9(2)(a). You may withdraw your consent at any time, without affecting the lawfulness of processing carried out before withdrawal.

3.2. Online and direct food orders

If you place an order directly through HITCHKI's own ordering channel, we may process:

- name;
- e-mail address;
- telephone number;
- delivery or billing address, where applicable;
- order details;
- delivery instructions;
- information necessary for invoicing and payment administration.

Purpose	Receiving, processing, preparing and delivering the order; customer communication; payment and invoicing; handling claims relating to the order.
Legal basis	GDPR Article 6(1)(b) for performance of the order; GDPR Article 6(1)(c) where processing is necessary to comply with accounting, tax or other statutory obligations.
Retention	Operational order data are retained for as long as necessary to perform and administer the order and, where necessary, for the applicable limitation period for legal claims. Accounting records and supporting accounting documents are retained for at least 8 years where required by Hungarian accounting law.

HITCHKI does not receive or store the full payment-card credentials used to authorise card payments. Payment-card and SZÉP card data are processed through the relevant payment service provider's secure systems.

3.3. Orders through Wolt and Foodora

HITCHKI may also be available through third-party delivery platforms such as Wolt and Foodora. When you place an order directly on a third-party platform, that platform processes your personal data under its own privacy notice and acts in accordance with its own role under applicable data protection law. HITCHKI receives only the order and customer information necessary to prepare, administer and hand over or deliver the order.

Purpose	Fulfilling orders received through third-party delivery platforms.
Legal basis	GDPR Article 6(1)(b): performance of the requested restaurant service.
Third-party privacy	Please consult the relevant Wolt or Foodora privacy information for processing carried out by those platforms.

3.4. Event, catering and private-function enquiries

If you request information or a quotation for a corporate event, private function, catering service or other event, we may process your name, company name (where applicable), contact details, event date, number of guests, requested services and other information provided in the enquiry.

Purpose	Responding to the enquiry, preparing and negotiating an offer, organising the event or catering service and, where an agreement is reached, performing the service.
Legal basis	GDPR Article 6(1)(b): steps taken at the data subject's request before entering into a contract and performance of the contract. Where communication is made on behalf of a company and the processing concerns a business contact, GDPR Article 6(1)(f) may also apply on the basis of HITCHKI's legitimate interest in business communication and contract administration.
Retention	If no contract is concluded, enquiry data are retained only for as long as reasonably necessary to manage and close the enquiry. If a contract is concluded, relevant contractual and accounting information may be retained for the statutory retention periods and applicable limitation periods.

3.5. General enquiries and customer service

If you contact HITCHKI by e-mail, telephone, contact form or social media in relation to a general question, request, feedback or complaint, we may process your contact details and the content of your communication.

Purpose	Responding to and administering your enquiry, feedback, request or complaint.
Legal basis	Depending on the nature of the communication: GDPR Article 6(1)(b) where the request concerns a contract or requested service; GDPR Article 6(1)(f) where processing is necessary for HITCHKI's legitimate interest in responding to enquiries, maintaining customer relations, handling complaints and protecting its legal interests; or GDPR Article 6(1)(c) where a legal obligation applies.
Retention	For as long as necessary to resolve and document the matter, and thereafter only where retention is required by law or necessary for the establishment, exercise or defence of legal claims.

3.6. Invoicing and accounting

Where an invoice or other accounting document is issued, HITCHKI processes the personal data required by applicable Hungarian accounting and tax legislation.

Purpose	Issuing and retaining invoices and accounting records; compliance with tax and accounting obligations.
Legal basis	GDPR Article 6(1)(c): compliance with a legal obligation.
Retention	Accounting documents supporting bookkeeping are retained for at least 8 years in accordance with Section 169 of Act C of 2000 on Accounting.

3.7. Card and SZÉP card payments

Where online card or SZÉP card payment is available, the payment transaction is carried out through the systems of the relevant payment service provider. Depending on the selected payment method, providers may include SimplePay / OTP Mobil and the relevant SZÉP card issuer or payment provider (for example MBH, OTP or K&H).

HITCHKI does not store full card numbers, card security codes or other credentials required to authorise the payment. The payment provider processes payment data in accordance with its own privacy and security documentation. Only information necessary to confirm and administer the transaction is made available to HITCHKI.

3.8. Website operation, server logs and security

When you visit the Website, certain technical information may be generated automatically, such as IP address, browser type, operating system, date and time of access, requested pages, referring URL and technical error or security logs.

Purpose	Operating and securing the Website, maintaining technical functionality, detecting and preventing misuse, troubleshooting and ensuring IT security.
Legal basis	GDPR Article 6(1)(f): HITCHKI's legitimate interest in the secure and reliable operation of the Website.
Retention	Only for as long as reasonably necessary for security, troubleshooting and system administration, unless a longer period is required in connection with a security incident or legal claim.

3.9. Cookies and similar technologies

The Website may use cookies and similar technologies. Cookies that are strictly necessary for the operation, security or basic functionality of the Website may be used without consent where

permitted by law. Non-essential analytics, personalisation or marketing cookies are used only where the required consent has been obtained.

The Website should provide a cookie-settings interface that allows visitors to:

- accept or reject non-essential cookie categories;
- receive information about the purpose and duration of cookies and the relevant third parties;
- change or withdraw consent at any time as easily as it was given.

The up-to-date list of cookies and third-party technologies actually used on the Website should be available through the Website's cookie settings or separate Cookie Notice. Browser settings may also be used to block or delete cookies, although blocking strictly necessary cookies may affect Website functionality.

4. Recipients and Data Processors

Personal data may be disclosed only to recipients who need the information for a legitimate and defined purpose. Depending on the service used, recipient categories may include:

- IT, website-hosting and technical service providers;
- reservation and ordering system providers, where used;
- payment service providers;
- accounting and invoicing service providers;
- delivery and logistics partners;
- professional advisers, where necessary;
- public authorities and courts where disclosure is required by law.

Data processors acting on HITCHKI's behalf may process personal data only on documented instructions and subject to contractual and legal confidentiality and security obligations.

5. International Data Transfers

If a service provider used by HITCHKI processes personal data outside the European Economic Area, HITCHKI will ensure that an appropriate transfer mechanism and safeguards required by the GDPR are in place, such as an adequacy decision or the European Commission's Standard Contractual Clauses, where applicable.

6. Automated Decision-Making

HITCHKI does not use the personal data described in this Privacy Policy for solely automated decision-making that produces legal effects or similarly significantly affects individuals.

7. Your Rights

Subject to the conditions and limitations set out in the GDPR, you may exercise the following rights:

- Right of access - to obtain confirmation whether your personal data are being processed and to receive a copy of the relevant data and information about the processing.
- Right to rectification - to request correction of inaccurate personal data and completion of incomplete data.
- Right to erasure - to request deletion of personal data where the statutory conditions are met.
- Right to restriction - to request restriction of processing in the circumstances specified by the GDPR.
- Right to data portability - to receive certain personal data in a structured, commonly used and machine-readable format and, where technically feasible, to transmit those data to another controller.
- Right to object - to object, on grounds relating to your particular situation, to processing based on legitimate interests.
- Right to withdraw consent - where processing is based on consent, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.
- Right to lodge a complaint - to complain to the competent supervisory authority.

Requests may be submitted to info@hitchkibudapest.hu or to the Data Controller's registered office. HITCHKI will respond without undue delay and in any event within one month of receiving a valid request. Where permitted by the GDPR, this period may be extended by up to two further months because of the complexity or number of requests; in that case, the data subject will be informed of the extension and the reasons.

Where HITCHKI has reasonable doubts concerning the identity of the person making a request, it may ask for additional information necessary to confirm identity. Only the minimum information necessary for identification will be requested.

8. Data Security

HITCHKI applies appropriate technical and organisational measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure of or access to personal data. Access to personal data is limited to persons and service providers who require access for the relevant purpose and are subject to appropriate confidentiality obligations.

No method of transmission or storage is completely risk-free. HITCHKI therefore regularly reviews its security measures and takes reasonable steps to reduce data-protection risks.

9. Personal Data Breaches

HITCHKI maintains procedures for identifying, assessing and managing personal data breaches. Where a personal data breach is likely to result in a risk to the rights and freedoms of natural persons, HITCHKI will notify the competent supervisory authority without undue delay and, where

feasible, within 72 hours after becoming aware of the breach, unless the GDPR provides that notification is not required.

Where a personal data breach is likely to result in a high risk to the rights and freedoms of affected individuals, HITCHKI will also communicate the breach to those individuals without undue delay, unless an exception under the GDPR applies.

10. Supervisory Authority and Legal Remedies

If you believe that the processing of your personal data infringes applicable data-protection law, you may contact HITCHKI using the details in Section 1 and you also have the right to lodge a complaint with:

Authority	Hungarian National Authority for Data Protection and Freedom of Information (NAIH)
Address	1055 Budapest, Falk Miksa utca 9-11., Hungary
Mailing address	1363 Budapest, P.O. Box 9, Hungary
Telephone	+36 1 391 1400
E-mail	ugyfelszolgalat@naih.hu
Website	https://naih.hu/

You may also seek judicial remedy before the competent courts in accordance with applicable law.

11. Changes to this Privacy Policy

HITCHKI may update this Privacy Policy where necessary to reflect changes in its services, technologies, legal requirements or data-processing practices. The current version will be published on https://hitchkibudapest.hu/ with the date of the latest update.