# **PRIVACY NOTICE ON TELEPHONE CALL RECORDING - FOR THE EMPLOYEES AND REPRESENTATIVES OF OUR TRADE PARTNERS -**

Dear Partner,

Please be informed that as a data manager, Coca-Cola HBC Magyarország Kft. (2330 Dunaharaszti, Némedi Street 104.; hereinafter referred as CCHBC) records the incoming and outgoing calls of our telesales and customer service operators for quality assurance purposes. We store these voice records in accordance with the provisions of this policy and the applicable legislation. According to our quality assurance process, our company’s internal auditors randomly listen to calls for quality assurance purposes, to improve the work and performance of our telesales and customer service employees, and so that CCHBC can verify that the work of the employee complies with the company strategy and other internal rules, thereby providing an appropriate service to CCHBC’s trade partners and consumers.

**PURPOSE OF DATA MANAGEMENT**: CCHBC listens to calls for quality assurance purposes, to improve the work and performance of our telesales and customer service employees, and so that CCHBC can verify that the work of the employee complies with the company strategy and other internal rules, thereby providing an appropriate service to CCHBC’s trade partners and consumers.

**LEGAL BASIS FOR DATA MANAGEMENT:** the consent of the data subject

**DATA SUBJECT:** an employee or representative of our trade partner who handles the telephone call

**COLLECTED DATA:** the voice of the CCHBC employee and the employee of the trade partner

**DATA RETENTION PERIOD:** 6 months

**DATA RECIPIENTS**: Employees of Coca-Cola HBC Magyarország Kft. and Coca-Cola Hellenic Group.

**RIGHTS RELATED TO DATA MANAGEMENT:** The data subject is entitled to request access to, rectification, erasure or restriction of the personal data concerning them and may withdraw their consent at any time without prejudice to the lawfulness of the processing carried out prior to the withdrawal;

The data subject has the right to file a complaint against the data processing to the following supervisory authority:

Hungarian National Authority for Data Protection and Freedom of Information

Address: Szilágyi Erzsébet Alley 22/C H-1125 Budapest

Phone: +36 1 3911 400

E-mail: peterfalvi.attila@naih.hu

Website: <http://www.naih.hu/>

You can find more information about your data management rights and the contact details of CCHBC as a data controller and data protection officer at <https://hu.coca-colahellenic.com/en/privacy-notice>.