PRIVACY NOTICE

IXCHEL Client Portal

ugyfel.ixchel.hu · quote request form · notifications · wallet passes · payment | In force from 6 November 2026

This notice applies to the IXCHEL Client Portal (ugyfel.ixchel.hu), the quote request form on our website, and the related e-mail and SMS notifications, calendar invitations, wallet passes (Google Wallet, Apple Wallet) and card payments. It was prepared under Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and Hungarian Act CXII of 2011 on the right to informational self-determination and on freedom of information (Infotv.). Data processing in connection with www.ixchel.hu and our other websites (cookies, Google Analytics, contact) is covered by a separate notice.

This is an English translation of the Hungarian „Adatkezelési tájékoztató – IXCHEL Ügyfélportál". In the event of any discrepancy, the Hungarian version prevails.

1 The controllers

The controller is always the business with which you conclude the engagement contract (or from which you request a quotation). This is shown by the prefix of the project number. The two businesses are independent controllers and do not use each other's project data for their own purposes.

	IXCHEL Építőipari Kft.	Nagy Mihály E.V. (sole proprietor)
Project number	IE-YYYY-NNN	NM-YYYY-NNN
Registered seat	1073 Budapest, Erzsébet krt. 23. 1. em. 1B, Hungary	5630 Békés, Teleky utca 68/1, Hungary
Registration	Cg. 01-09-884126 (Company Registry Court of the Budapest-Capital Regional Court)	Registration no.: 55609551
Tax number	13161370-2-42	56906215-1-24
Represented by	Mihály Nagy, managing director	Mihály Nagy

Data protection contact (for both controllers): Mihály Nagy, info@ixchel.hu, +36 30 232 3333.
Data protection officer: neither controller is required to appoint one (GDPR Art. 37), therefore none has been appointed.

2 What data we process, why and on what legal basis

Processing	Data	Purpose	Legal basis
Quote request, quotation	Name, e-mail, phone, address and land registry number of the property, company details for companies, description of the task, uploaded files	Preparing a quotation, communication	GDPR Art. 6(1)(b) – steps prior to entering into a contract

Processing	Data	Purpose	Legal basis
Expert engagement	The above data, intake form (contact person, building data, description of the problem), photos, drawings, documents, site notes and recordings	Site inspection, expert opinion	GDPR Art. 6(1)(b) – performance of the contract
Electronic acceptance of the contract and of the certificate of completion	Name, position, e-mail, time of acceptance, IP address, browser data, electronic fingerprint of the document	Proof of acceptance	GDPR Art. 6(1)(b) and (f) – contract, legitimate interest (evidence)
Portal and e-mail notifications	E-mail, sign-in times, project status, messages, notification log, document openings	Following the process, notifications	GDPR Art. 6(1)(b)
SMS notification	Phone number, text of the message (project number, date and time of the inspection, location, name and phone number of the colleague attending)	Confirmation of the quote request and the project, reminder on the day before the inspection, notice that the expert opinion is ready	GDPR Art. 6(1)(b)
Distance calculation	Address of the property; as a result, the road distance from our office (km)	Deciding whether a booking is final immediately (up to 70 km) or requires approval	GDPR Art. 6(1)(b)
Organising the inspection with a colleague or subcontractor	Client's name, phone number, location, project number, time	Carrying out the site inspection (section 4)	GDPR Art. 6(1)(b)
Wallet pass (Google Wallet, Apple Wallet)	Project number, location, current step and time, colleague's name and phone number, process steps; for Apple, the device identifier and push token	Following the project in the phone's wallet (section 5)	GDPR Art. 6(1)(a) – consent, given by adding the pass
Card payment	Name, e-mail, amount paid, time, result of the payment; card data is processed only by Stripe (section 6)	Payment of the fee	GDPR Art. 6(1)(b)
Invoicing, accounting	Name, address, tax number (if any), service, amount, payment method	Accounting and tax obligations	GDPR Art. 6(1)(c) – Hungarian Act C of 2000 on Accounting, Act CXXVII of 2007 on VAT
Backup	Copy of the above data	Protection against data loss	GDPR Art. 6(1)(f) – legitimate interest (continuous service, record keeping)
„Check my description" function of the quote request form	Description of the task and the selected type of assessment; for the daily limit, the IP address and time	Clarifying questions on the description (section 3)	GDPR Art. 6(1)(a) – consent, given by pressing the button; for the IP address Art. 6(1)(f) – prevention of misuse

Without the mandatory data the expert work cannot be carried out. We do not knowingly process data of minors: an engagement may be given by an adult person or an organisation. There is no automated decision-making or profiling; the distance only decides whether the booking needs to be approved by the expert.

3 Artificial intelligence (AI)

We use AI in two places, both the Claude model of Anthropic. The content and findings of the expert opinion are always determined, checked and signed by the responsible expert.

The „Check my description" button of the quote request form. It runs only if you press it. In that case the text of the task description and the selected type of assessment are sent to Anthropic's server, which returns at most 3 clarifying questions. We do not send your name, e-mail address, phone number or address. Please do not write personal data in the description either. We do not store the description for the check; for the daily limit against misuse we record only the IP address and the time, and these are deleted automatically after 30 days. Using the function is optional; the quote request can be sent without it.

Internal work. For drafting technical texts and documents we only provide anonymised material: beforehand we remove names, contact details, the exact address, the land registry number, and, on photos, persons, house numbers, licence plates and other identifiers.

Engagement without AI. If you do not want AI to be used for your material, please indicate this on the intake form or at info@ixchel.hu. This involves no disadvantage.

4 Colleagues and subcontractors

The site inspection is carried out by the expert or by a colleague appointed by the expert. The colleague may be an employee or a subcontractor.

What you receive about the colleague. You see the name, phone number and e-mail address of the attending colleague in the portal, in the e-mail and SMS before the inspection, and on the wallet pass, so that you can coordinate the inspection. You may use the colleague's data only for this purpose.

What the colleague receives about you. The appointed colleague receives a Google Calendar invitation for the inspection. The invitation contains the project number, the time, the location, and your name and phone number. The colleague does not see other projects or other clients' data. If the colleague changes, the earlier invitation is withdrawn. The invitation is delivered by Google (section 7).

Subcontractor. A subcontractor processes your data as a processor, under the contract concluded with them and our instructions, exclusively for carrying out the inspection, and does not keep it after the task is completed.

Information for colleagues and subcontractors

This part is for the colleagues (employees) and subcontractors working with us. We ask every colleague and subcontractor to read this notice at the start of the cooperation.

Data processed	Name, phone number, e-mail address; for subcontractors, the business details (name, seat, tax number) and the contract; the inspections assigned
Purpose	Organising site inspections, providing the colleague's contact details to the client, sending the calendar invitation, settlement
Legal basis	For employees GDPR Art. 6(1)(b) – performance of the employment relationship; for subcontractors Art. 6(1)(b) – performance of the contract with them, or for an individual contact person Art. 6(1)(f) – legitimate interest; for invoices Art. 6(1)(c)
Recipients	The client of the given inspection (name, phone number, e-mail address: portal, e-mail, SMS, wallet pass); the calendar invitation is delivered by Google; and the processors listed in section 7

Retention	Contact data until the end of the cooperation; data related to inspections together with the engagement data (5 years); contracts and invoices for 8 years
Rights	You are also entitled to the rights listed in section 10

Obligations of the subcontractor. The client's data (name, phone number, location, project number, time) may be used only for the assigned inspection, may not be passed on to anyone else or used for own purposes (e.g. making offers); photos and notes taken during the inspection may be handed over only to us and must be deleted at the end of the task. Any personal data breach must be reported to us without delay (info@ixchel.hu).

5 Wallet passes: Google Wallet and Apple Wallet

You can also follow the project in your phone's wallet. The pass is created only if you tap the „Add" button in the portal or in the e-mail, or open the pass attached to the e-mail. Its use is optional; you can follow the process in the portal and by e-mail without it.

Data on the pass: project number, location, current step and time of the inspection, name and phone number of the attending colleague, the process steps, the text of the latest notification, and links to the portal, the map and our contact details. We do not put your name, e-mail address, phone number or the fee on the pass.

Google Wallet. We upload the content of the pass to Google's server and update it at every step change; your phone may then show a notification. If you save the pass, Google processes it under its own privacy notice, linked to your Google account.

Apple Wallet. The pass is downloaded to your device directly from our server. For updates, the device sends us a random device identifier and a push token. At a step change we send a content-free signal through Apple's notification service (APNs), and the device then downloads the updated pass. Apple processes the pass stored in the Wallet app under its own privacy notice.

Withdrawal. Consent can be withdrawn at any time by deleting the pass from the wallet. When a pass is deleted from Apple Wallet, we delete its device identifier and push token. Withdrawal does not affect the lawfulness of earlier processing. After the project is closed, the pass is no longer updated.

6 Card payment (Stripe)

If you pay the fee by card, payment takes place on Stripe's secure payment page. The card number, expiry date and security code are received directly by Stripe; we do not see or store them.

What we pass to Stripe: the project number, the amount payable, your name and e-mail address.

What we receive from Stripe: the result, amount and time of the payment, the transaction ID, and the card type and last 4 digits. After a successful payment the invoice is issued automatically.

Stripe's role. In processing the payment Stripe acts on our behalf. For fraud prevention, compliance with payment regulations and the development of its own service, however, it acts as an independent controller under its own privacy notice (stripe.com/legal/privacy-center). Stripe's data protection officer: dpo@stripe.com.

This section applies from the introduction of card payment. Until then, the fee can be paid on the basis of a payment request by bank transfer or in cash on site.

7 Processors and recipients

We do not sell data or pass it on for marketing purposes. The providers below receive only the data needed for their task.

Provider	Address	Task	Role	Data storage, transfer
Supabase Pte. Ltd.	65 Chulia Street #38-02/03, OCBC Centre, Singapore 049513	Database, sign-in, file storage	Processor	EU (Frankfurt); standard contractual clauses (SCC) for access from outside the EEA
Netlify, Inc.	512 2nd Street, Suite 200, San Francisco, CA 94107, USA	Hosting of the portal	Processor	USA; EU–US Data Privacy Framework (DPF), otherwise SCC
Plus Five Five, Inc. (Resend)	2261 Market Street #5039, San Francisco, CA 94114, USA	Sending e-mail notifications and sign-in links	Processor	USA; DPF
Google Cloud EMEA Limited (Google Workspace)	70 Sir John Rogerson's Quay, Dublin 2, Ireland	E-mail, calendar and calendar invitation for the colleague, Drive backup	Processor	Contracting party in the EEA; Google data processing terms
Google Cloud EMEA Limited (Google Maps Platform)	70 Sir John Rogerson's Quay, Dublin 2, Ireland	Calculating the road distance from the address of the property	Independent controller (under Google's controller–controller terms)	Contracting party in the EEA
Google Ireland Limited (Google Wallet)	Gordon House, Barrow Street, Dublin 4, D04 E5W5, Ireland; CRO: 368047	Storing and updating the Google Wallet pass	Processes the saved pass under its own notice	Under Google's notice
Apple Distribution International Limited (Apple Wallet)	Hollyhill Industrial Estate, Hollyhill, Cork, T23 YK84, Ireland; CRO: 470672	The Wallet app; the APNs notification service for updating the pass and for internal notifications to the expert's device	Processes the saved pass under its own notice	Under Apple's notice (APNs is operated by Apple Inc., USA)
APPON LINE Kft. (SimpleSMS)	2120 Dunakeszi, Római utca 1.1., Hungary; Cg. 13-09-229851	Sending SMS notifications	Processor	Hungary; keeps sent SMS for 12 months
Verde Holding Kft. (Bizonylat.hu)	8220 Balatonalmádi, Mátyás Király utca 65., Hungary; Cg. 19-09-525260	Issuing payment requests and invoices	Processor	API server: Frankfurt; some sub-processors in the USA (SCC, DPF)
Anthropic Ireland, Limited	6th Floor, South Bank House, Barrow Street, Dublin 4, D04 TR29, Ireland; CRO: 760497	The „Check my description" function of the quote request form	Processor (under Anthropic's data processing addendum)	Parent company (Anthropic, PBC) in the USA; SCC
Stripe Payments Europe, Ltd.	One Wilton Park, Wilton Place, Dublin 2, D02 FX04, Ireland; CRO: 513174	Card payment (from its introduction)	Processor, and an independent controller for fraud prevention and legal obligations	Under Stripe's notice

Provider	Address	Task	Role	Data storage, transfer
BlazeArts Kft. (Forpsi)	1096 Budapest, Thaly Kálmán utca 39., Hungary	Hosting and domain of www.ixchel.hu	Processor	Hungary
Új Tér Szolgáltató Bt.	1162 Budapest, Ferenc utca 134., Hungary	Accounting	Processor	Hungary
Subcontractor colleague (if any)	As per the engagement	Site inspection (section 4)	Processor	Hungary

Authorities, courts. Data may be disclosed to an authority or court upon a request based on law.

Transfer to third countries. Where a provider processes data outside the EEA, the transfer is based on the adequacy decision on the EU–US Data Privacy Framework or on the standard contractual clauses of the European Commission (GDPR Arts. 45–46). Detailed information on the safeguards is available on request.

8 How long we keep the data

Data	Retention period	Reason
Engagement data, documents, expert opinion, acceptance log	5 years from performance of the engagement	General limitation period of the Hungarian Civil Code
Invoices, payment requests, payment data, accounting records	8 years	Section 169 of the Act on Accounting
Quote request or quotation not turned into an engagement	1 year from the quotation	Possible renewed enquiry
Portal access	1 year after the project is closed	Downloadability of the documents
Colleague's Google Calendar invitation	In the colleague's calendar after the inspection; withdrawn if the colleague changes or the inspection is cancelled	Carrying out the inspection
Wallet pass	Until you delete it; the Apple device identifier and push token are deleted when the pass is deleted, at the latest together with the project data	Consent
SMS sent, at the SMS provider	12 months	Provider's terms
„Check my description": IP address and time	30 days, then deleted automatically (exportable in the admin interface before that)	Prevention of misuse
Backups	Same period as the original data	Protection against data loss

After the retention period the data is deleted or permanently anonymised.

9 Data security and cookies

Security measures (GDPR Art. 32):

- the portal is accessible only through an encrypted (HTTPS) connection;

- password-free sign-in with a single-use, short-lived code or link sent by e-mail;
- every client sees only the projects assigned to their own e-mail address, ensured by database-level access control;
- documents are not stored in public storage; they are downloaded through short-lived, unique links;
- the wallet buttons in the e-mails contain a signed link valid only for the pass of the given project;
- the keys used for signing the wallet passes are kept in non-public, encrypted storage;
- a backup is made every day;
- only the responsible expert has access to the admin interface.

Personal data breach (GDPR Arts. 33–34). Where required, we report it to the NAIH within 72 hours, and in the case of a high risk we also inform the data subjects.

Cookies. The portal uses only technical cookies needed to keep you signed in; these do not require consent. There are no analytics or advertising cookies. A few settings stored on the device (e.g. language) serve only convenience. The use of cookies on our website is covered by the website's notice.

10 Your rights and remedies

Your rights (GDPR Arts. 15–22):

- access to your data and a copy of it;
- rectification;
- erasure, unless retention is required by law (e.g. invoices);
- restriction of processing;
- data portability (in a machine-readable format);
- objection to processing based on legitimate interest;
- withdrawal of consent (wallet pass, „Check my description") at any time, without affecting the lawfulness of earlier processing;
- requesting an engagement without AI at any time.

How to request: by e-mail to info@ixchel.hu. We reply within one month; in justified cases, with notice, this may be extended by two months. Before fulfilling the request we may verify your identity.

Supervisory authority	
Name	Nemzeti Adatvédelmi és Információszabadság Hatóság (NAIH – Hungarian National Authority for Data Protection and Freedom of Information)
Address	1055 Budapest, Falk Miksa utca 9–11., Hungary
Postal address	1363 Budapest, Pf. 9., Hungary
Phone	+36 (1) 391-1400
E-mail	ugyfelszolgalat@naih.hu
Website	www.naih.hu

Court: in the event of a violation of your rights you may also go to court (Infotv. Section 23). The action may also be brought before the regional court of your place of residence or stay.

11 Entry into force and amendment

In force from 6 November 2026. This version replaces the notice in force from 26 October 2026. We may amend this notice in the event of changes in law or in the processing; the current version is available at www.ixchel.hu and ugyfel.ixchel.hu. Clients of ongoing engagements are notified of material changes by e-mail.