Privacy Policy

Effective: 2026-10-23 | Version: 1.2 | The Hungarian *Adatkezelési tájékoztató* prevails on conflict.

1. Controller

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2. What we process and why

Purpose	Data	Legal basis (GDPR Art. 6)	Retention
Joining a queue, position notifications	name, e-mail, phone, push token	(b) contract performance	active queue + 30 days
Feedback	text, optional e-mail	(a) consent	90 days
Operator account	name, e-mail, password hash	(b) contract performance	account active + 1 year
Invoicing	billing name, address, tax ID	(c) legal obligation (HU Accounting Act 2000 C, §169)	8 years
Cookies, security logs	browser ID, IP	(a) consent / (f) legitimate interest	30 days
Web usage analytics (self-hosted Umami)	page URL, referrer, browser, device type, approximate region from IP (IP not stored)	(f) legitimate interest	aggregate, no personal identifiers
Trial e-mails (setup tips, reminder before the trial ends)	e-mail address, language, consent text and time, unsubscribe time	(a) consent	until withdrawn; the record of the consent and the withdrawal is kept until the account is closed. Withdraw with the unsubscribe link in the e-mails, by e-mail or by post

3. Sub-processors

Sub-processor	Purpose	Location	Transfer
Amazon Web Services EMEA SARL (AWS SNS)	Delivery of SMS notifications about queue position and reservations	EU (eu-central-1, Frankfurt)	EU/EEA — AWS GDPR DPA
Google Ireland Limited (Firebase Cloud Messaging)	Delivery of push notifications to the browser / mobile	EU (elsődleges) — globális Google infrastruktúra	EU/EEA + USA; EU-US Data Privacy Framework certification

Live list at https://www.ezlinego.com/privacy. We notify of new sub-processors 30 days in advance.

4. Reservations: processing on behalf of businesses

When a business (for example a snack bar, restaurant, doctor or hairdresser) uses the EZLineGo reservation feature, the business is the controller of its guests' data. We process this data as a processor, on behalf of the business and according to its instructions. The business determines the legal basis and the retention period; for bookings this is usually steps prior to entering into a contract and its performance (GDPR Art. 6(1)(b)). Guests exercise their rights primarily with the business; requests that reach us are forwarded to the business.

- **Handling the booking**: name, e-mail address, phone number (when the guest gives it or the business requires it), the guest's note, the date, start, end, duration and party size of the booking, the booking status and the history of its changes, the language of the booking. Purpose: recording, confirming, approving, changing and cancelling the booking and managing the capacity of the requested time. Retention: according to the business's instructions.
- **Booking notifications**: the e-mail address and the phone number for the verification, confirmation, awaiting-approval, change, cancellation, rejection and reminder e-mails and SMS messages, and for the notifications sent to the business. E-mails are sent by our own server, SMS messages are delivered by AWS SNS (see section 3). We keep a log of the notifications sent (recipient, type, channel, time). The business chooses which notifications are sent; the e-mail address verification message is mandatory when the business has switched verification on.
- **Preventing abuse**: the IP address to limit excessive requests (counted in memory, not saved with the booking), and a hidden check field that only automated programs fill in.
- **Calendar files and calendar links**: the booking details (time, location, the link for managing the booking) in the .ics calendar file attached to e-mails or downloaded, and in the Google Calendar and Outlook links. Google or Microsoft receive these links only when the guest clicks them.

5. Public data sources

- **OpenHolidays API** (https://www.openholidaysapi.org): public holidays by country and region for the businesses' calendars; no personal data is sent: a request contains only the country and region code, the period and the language. Data licence: ODbL (Open Database License).

6. Your rights (GDPR Art. 15–22)

Access, rectification, erasure, restriction, portability, objection, withdrawal of consent. Send requests to hello@annodev.software. Response time: 1 month.

7. Cookies and local storage

- `ez_queue_<idName>` — restore queue position on reload (strictly necessary).
- `ez_consent_v1` — store consent (strictly necessary).
- Firebase Cloud Messaging token — push (requires consent).
- Umami web analytics — cookieless and storage-less: no cookies and nothing written to your device; self-hosted on the Controller's own infrastructure.

Strictly-necessary storage, and cookieless analytics that store nothing on your device, need no consent (ePrivacy Art. 5(3)). Anything that writes non-essential data to your device activates only after you click "Accept".

8. Security

TLS 1.2+ with HSTS enabled. Personal data is stored in a PostgreSQL database running on the Controller's own server — not on a cloud platform. Secrets (API keys, database password) are kept in environment variables, never committed to source. Passwords are hashed using industry-standard algorithms. Administrative operations are logged.

9. Complaints

Hungarian DPA (NAIH) — 1055 Budapest, Falk Miksa u. 9–11., Hungary — https://naih.hu/. Judicial remedy also available.

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