

DATA PROTECTION NOTICE

In connection with Revolut's in-person complaint handling activity

Effective date: 26 January 2026

Revolut Bank UAB Hungarian Branch ("**Revolut**", "**we**", "**us**" or "**our**") is committed to protecting the personal data of its customers. The purpose of this data protection notice is to provide detailed information on how Revolut handles your personal data when you use our in-person complaint handling services, including when you book an appointment for an in-person complaint handling session.

1. Details of the Data Controller

- **Name:** Revolut Bank UAB Hungarian Branch
- **Seat:** 1052 Budapest, Szervita tér 8.
- **Company Registration Number:** 01-17-001372
- **Tax Number:** 28989691-2-41

If you have any queries about this data protection notice, you can contact us at dpo@revolut.com.

2. Purposes of Data Processing

- Revolut processes personal data in order to carry out its in-person complaint handling activities. The specific purposes for which Revolut processes personal data in this context, as well as the corresponding lawful basis for this processing are set out in the table below:

Purpose	Lawful Basis
Identification of the data subject (complainant customer)	Legitimate interests (to prevent fraud)
Providing you with our in-person complaint handling services	Compliance with laws
Complying with other obligations imposed on us by applicable laws	Compliance with laws

3. Collection of Data

Revolut collects data primarily from you. Data collection takes place on this website and via the web form designated for this purpose by us. Revolut will collect data from other sources only if you give your consent to this.

4. Scope of Processed Data

The personal data provided during the appointment booking process and any in-person complaint handling session may include:

- a) **Identification data:** Name, identity card type and number.
- b) **Contact details:** Email address linked to your Revolut account, phone number.
- c) **Booking data:** Date and time selected for in-person complaint submission.
- d) **Technical data:** IP address, system usage logs, and cookie management as described at <https://documents.salonic.hu/marketplace/adatkezelesi-tajekoztato/>.
- e) **Complaint-related data:** Subject of the complaint, time, expected measures, etc.

5. Data Processors

We have appointed certain third party service providers to help us carry out the activities described in this notice.

Details of these service providers can be seen in the table below:

Service provider's name and address	Service provider's role	Duration of processing
Salonic International Zrt. (1134 Budapest, Lehel utca 14. 2. ajtó, 01-10-142639)	Technical operation of the appointment booking system related to in-person complaint handling, database management, sending technical notifications (email, SMS).	48 hours following the obtaining the data.
TeleMedia Kft. (1133 Budapest, Váci út 76., 01-09-951075)	Keeping records of booking data related to in-person complaint handling, personal reception of customers, identification, and administrative recording of complaints	90 calendar days following the recording of data (for further processing of complaint data recorded during the personal meeting, the Data Controller's privacy notice available at https://www.revolut.com/)

Service provider's name and address	Service provider's role	Duration of processing
		hu-HU/legal/privacy/ is governing).

6. Additional information

Please refer to the relevant sections of our [Customer Privacy Notice](#) for more information about:

- your rights as a data subject;
- your right to complain to your local data protection supervisory authority;
- how long we store your personal data;
- international transfers of your personal data outside the UK or EEA (as applicable);
and
- how we protect your personal data.