



## Virtual POS service customer information

Credit card receiver's name: Dr. Rose Private

Hospital Ltd.

Address: 1051 Budapest, Széchenyi tér 7-8.

Contact: +36 1 377 6737, [info@drrose.hu](mailto:info@drrose.hu)

Website: <https://drrose.hu/en>

Tax number: 22964968-2-41

Company registration number: 01-09-332054

You can use the virtual POS service to pay for outpatient and inpatient care, as well as aesthetic treatments and procedures you have used or will use at Dr. Rose Private Hospital.

You can find out more about our services on our website:  
<https://drrose.hu/en/services>

For more information on the terms of payment for services, see the General Terms and Conditions of Dr. Rose Private Hospital:

<https://drrose.hu/en/terms-and-conditions>

### **Credit card payment:**

The partners of UniCredit Bank Hungary Zrt. use a secure, widely available and accepted virtual credit card payment processing system wherein all participants in the transaction only have access to the information relevant to them.

**Other benefits of online payment:**

- For customers, paying by card is simple and convenient.
- Online transactions can be tracked continuously.
- Only the data related to the customer, the purchase, the product or the service will be in the service provider's possession, while the credit card data will only be received by UniCredit Bank Hungary Zrt.

The value of the goods/services purchased - the amount paid - will be blocked immediately on your card account.

UniCredit Bank's Virtual POS service uses the 3-D Secure security solution based on the EMV 2.2 protocol. 3-D Secure, which identifies the customer initiating a transaction on an Internet website by means of the Mastercard ID Check and Visa Secure emblems, provides maximum security. This is because the customer undergoes a rigorous customer authentication process when making a 3-D Secure transaction, where the Virtual POS contacts the card-issuing bank directly to request authorization to carry out the two-factor authentication.





## **What to look out for when making an online purchase?**

Check the card recipient site's security conditions.

- Keep a record of the information you receive from the Point of Sale about your purchase.
- Ensure that no unauthorised person ever has access to your confidential card details.
- Always keep your own browser up to date.

## **Cards accepted:**

- VISA embossed cards
- VISA Electron cards (at the discretion of the issuing bank)
- V PAY cards, (at the discretion of the issuing bank)
- MasterCard embossed cards
- MasterCard Electronic cards, (at the discretion of the issuing bank)
- Maestro cards (depending on the bank issuing the card)
- Cards issued exclusively for online payments

## **About security:**

The virtual POS is able to connect the Point of Acceptance to the customers via an encrypted channel (<https://>), while UniCredit Bank Hungary Zrt. and the Point of Acceptance also establish a secure connection.

The technical processing of the online card payment is carried out by UniCredit Bank Hungary Zrt.'s partner, SIA Central Europe a.s. Hungarian Branch, which is at our customers' disposal with its own platform. The bank payment page uses the following URL: <https://virtualpos.sia.eu/vpos/payments/main>

The bank's payment page uses a certificate (CA) with RSA 2048-bit encryption, which ensures full security of the data you enter there via the TLS 1.2 security protocol.

### **The payment process:**

1. The customer will receive an encrypted invoice or a request for payment for a service they have already used or for a service they have personally requested. Downloading the invoice or proforma invoice, if not previously paid by other means, selects payment by credit card.
2. The customer is then redirected to the bank's payment page. On the payment page, which then appears with the UniCredit Bank logo, the card details (name, card number, expiry date, 3-digit CVC or CVV validation code) must be entered.
  - a) If required by the issuing bank, the transaction must be authenticated by biometric identification via the bank's mobile phone application or by providing the identification codes (SMS and static) received from the issuing institution.
  - b) After successful authentication, the online request for authorization to accept the card will be made. If this is also successful, the transaction is completed.
  - c) Finally, the system redirects the customer back to the online store, where they will be notified of the success of the transaction.

### **Disputes:**

In the event of a dispute by the cardholder:

- a) In the event of a payment-related dispute, please contact the dedicated advisor who provided you with the quote or our billing colleague ([ugyfelszamlazas@drrose.hu](mailto:ugyfelszamlazas@drrose.hu))



- b) The method and conditions for submitting the dispute, including the link to the online dispute resolution platform in accordance with EU Regulation 524/2013  
(<https://webgate.ec.europa.eu/odr/main/?event=main.home.show&reload=false>)

### **Data protection:**

Your privacy is a top priority for Dr. Rose Private Hospital and its partners. The collection and processing of identifiable personal data provided while using our website complies with the applicable Hungarian data protection regulations in accordance with Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information.

Your personal data will be treated confidentially and will not be disclosed to third parties, unless this is necessary for fulfilling the contract (e.g., screening by an external partner). Our staff, partners and service providers owe us a duty of confidentiality.

For more information on data protection and data management, please follow this link:

<https://drrose.hu/en/data-processing-policy>