**INFORMATION**

**FOR CONTACT PERSONS**



# We are informing you that from 1 July 2018 changes are entering into force in the regulations of Act CCXL of 2013 on punishments, measures and certain forced measures and the execution of misdemeanour confinement (hereinafter: Prison Code) and of the 16/2014 (XII. 19.) Decree of the Minister of Justice on the execution imprisonment, confinement, pre-trial detainment and confinement substituting for law enforcement fine (hereinafter: Decree) which changes concern the order of inmate parcel delivery and out-of-prison catering.

One of the most important changes is that from 1 July the authorized contact persons may only send food and personal care products via the closed-circuit package delivery system to the inmates, in a controlled way.

Please, in order to prepare for the change in legislation, read the following information.

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**Presentation of Webshop**

On first logon to Webshop, the user has to register for which he has to provide an e-mail address and the contact person has to have at least one so-called unique ID. For the authorized contact person an information letter is sent via post which contains the unique code for registering on the <http://bvcsomag.hu> webpage. The code is made up of an ID number and a unique verification code and the contact persons may use this to register on the webpage on which they can compile and order the appropriately weighed parcel that complies with legislative regulations, the unified policy of the penal institutions and other internal rules.

In order to lend user support, the webpage indicates the data fields that are compulsory.

During entering the unique code the connection may be named and thus later on during an order the name might help to identify the inmate. It is expedient to provide your billing data at this point though this may be modified later.

After a successful registration the order may be placed and later you may log in at any time and use the registered data to place an order. When placing the order the system checks whether the unique code used by the user is valid and the inmate registered to the code is eligible to receive a parcel (that is he did not fill the monthly quota, does he have a delivery permit, is he in solitary confinement etc.). In case the requirements are not met, the system does not allow the order. In case everything is in order, the system gives the green light to compile the package.

The parcel may be combined from the list of products allowed by the Hungarian Prison Service Headquarters and the product supply of prison catering shops. Clicking on “Products” the approved list of products appears which can be broken down to subcategories (e.g. product category level: dairy/cheese). At every product the gross price and weight is displayed (the parcel still cannot be more than 5 kilograms) and the maximum number of pieces that may be ordered of a given product, in case the policy of an institution includes such limitations. If the weight of the compiled parcel exceeds the 5 kg maximum limit, the system indicates that and you cannot proceed to “Checkout”. The same happens when, in case more than the allowed amount goes into the basket regarding any product. The “Forward” button only becomes active in case all conditions are met.

The payment may proceed via online bankcard payment or wiretransfer. The invoice data may be modified at this point. In case the payment was successful, the system sends a text message or an e-mail to the customer and the full list of the ordered products becomes accessible. After this the package is prepared in the food bank of the penal institution where the given inmate is held. The delivery of the package to the inmate is done by the penal institution within 3 working days of the money transfer being complete. The e-invoice is sent to the e-mail address given at the registration.

The Standard Contractual Clauses (SCC), Data-handling Information and Customer Support Contact can be found on the webpage of the Webshop. It needs to be stressed though that the Webshop does not store any information on inmates. It only stores the data given by the contact person needed for registration and invoicing and are necessary for the process of parcel delivery. The data may be changed or deleted by the user.

**Attention! In case of a parcel compiled via Webshop it must be taken into account that it does not cover the whole product list of prison service food stores as the packaging of dairy in need of refrigeration and other perishable food is still prohibited. According to legislative regulations in force, the online sale of tobacco products is prohibited, so the inmate may purchase the tobacco products in the stores where the personal spending money of the inmate is accepted and the visitors may, as part of the monthly parcel, compile a package at the institution that includes tobacco products. Giving out personal data regarding the inmates that is suitable for their identification is unnecessary and prohibited.**

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**Excerpt from the changes entering into force on 1 July 2018 of the Prison Code and the Decree**

The shipping of food, cleaning products and tobacco products to the inmates in a parcel coming from outside the prison service institution is prohibited. Medicine or prescription drugs may be sent only on the recommendation of the prison service doctor, with prior authorization from the warden. Products like these are not accessible on the Webshop website.

The authorized contact person of the inmate may compile the package containing food, cleaning products and tobacco products while paying from it in the shops on the premises of the penal institution, according to legislative regulation. Packages like these are included in the monthly quotas.

The shop has, with authorization from the warden, four types of packages containing different types of products – priced 2 500, 5 000, 7 500 and 10 000 HUF – which do not contain tobacco products. Packages like these are assembled by the shop two workdays after the order is placed.

The contact person of the inmate may order the package containing food and cleaning products, according to point (5) Section 176 of the Prison Code, from the shop on the premises of the penal institution via:

a1) on the webpage operated by the prison service with money transfer, or

b1) during the visit by paying with cash or debit card.

The package in the b1) category may contain tobacco products as well.

The penal institution hands the package to the inmate within three working days of the

a) in case of a1) arrival of the amount,

b) in case of b1) the visit.

According to point (2) of Section 134/A of the Decree, the head of the prison service institution concludes an agreement with the operator of the shop at the institution which declares that the operator has to have a unified list of products in his shop with unified prices that are not higher than the general prices of said products.

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**Types of packages inmates allowed to receive after the legislative changes entering force on 1 July 2018**

* A maximum 5 kg package per month, with the below options (only one option per month!):
	+ Package compiled from the products of a shop operating on the premises of a penal institution or package ordered during visitation (cleaning products, food)
	+ Package sent from the outside, via post (cleaning products, cutlery, stationery, religious objects and prayer books),
* Package containing only certain medicine or prescription drugs sent from outside over the monthly amount allowed – only medicine that the penal institution was unable to obtain and only on the recommendation of the prison service doctor with the prior authorization of the warden.
* Package sent from outside, allowed four times a year over the monthly quota (only containing clothes and footwear).

**Attention! In case the contact persons choose the postal packages according to the monthly quotas from 1 July 2018, they cannot ship food and cleaning products (*soap, comb, cream, shampoo etc., washing powder and rinsing liquids, oral hygiene products, deodorants, paper tissue, shaving foam, razor, wadding, tampon, sanitary towels, toilet paper etc.*) for the inmates, otherwise the parcel is sent back to the sender!**

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**Other useful information**

# The new legislation introduced demands a modern IT background system that is appropriate for the modern age and which makes parcel delivery easier and minimizes risks from both the parts of the contact persons and the inmates or the penal institution.

# The most important advantages based on the changing practice of parcel delivery:

# lower fee compared to postal prices,

# comfortable process, you are capable of doing it from home,

# unified list of products and prices nationwide, for all penal institutions, previous differences disappear,

# the packages compiled on Webshop comply in every case with the objects and quantity permitted to be owned by inmates so the package does not get sent back for non-compliance,

# in order for inmates to not lack anything, apart from the one package per month, the penal institutions will pay more attention to have out-of-prison meals more often.

# The relatives may, according to previous practice, send in money for inmates, meant for out-of-prison meals. The advantages of this are that during the out-of-prison meals the inmates may choose from the whole list of products of the store – including tobacco products – and they do not have to pay for parcel delivery or package assembling.

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