

## ERMILIA OLIVES A.E.

POLICY – PL 04		CONFIDENTIALITY AND PERSONAL DATA PROTECTION POLICY			
Έκδοση :	ΥΠΔ	Αρ. Έκδοσης:	1η	Ημ/νια Έκδοσης:	03/02/2023
Έγκριση:	Διευθύνων Σύμβουλος	Αναθεώρηση		Ημ/νια Αναθεώρησης:	

### CONFIDENTIALITY AND PERSONAL DATA PROTECTION POLICY

The purpose of this Policy is to:

1. ensure that you understand what personal data we collect about you and the reasons why we collect, use and share it.
2. Explain how we use the personal information you have shared with us so that you have a great experience when using this Website and
3. Explain your rights and choices regarding the personal data we collect and process and how we protect your privacy.

The Agency for Natural Environment and Climate Change “the Agency”, fully complies with the provisions of European Regulation 2016/679 on “the protection of individuals against the processing of personal data and the free movement of such data” and Greek Act 4624/2019.

#### Personal Data Processor

The Agency, in the context of the provision of products, maintains and processes your personal data with confidentiality and respect for your privacy, taking technical and organizational measures for their further protection. For the purposes of this privacy policy, the controller is:

Natural Environment and Climate Change Agency, 207, Mesogeion Avenue, Athens 15525.

The Agency is aware that the protection of personal data (“personal data”), its confidentiality, and their management with confidentiality may be of great concern to users of the Agency’s online services and Website. The Agency therefore assures that these are a priority for the Agency over those persons, forming an integral part of the Agency’s ethics. This Policy contains the information and data collected by the Agency and the way in which it may be processed, as well as information on the actions that the user of the Website or the recipient of the services of the Agency may take in case he does not wish the processing of his personal data or data in any way. The term “personal data” refers to information and data which are capable of identifying and identifying the subjects of such data. Such data may, for example, relate to your personal or objective situation, in particular your name, date of birth, e-mail address, telephone number and / or postal address. The Agency collects, stores, processes and uses (hereinafter: “processes”) the personal data you provide, to the extent required to establish, implement or terminate a contractual or quasi-contractual relationship with you. For example, such a relationship is created if you sign up to receive a newsletter or participate in surveys, contests, or contact us for information about us and our services. In such cases, we use your personal data in order to securely and efficiently process your requests.

#### Personal Data collected

#### Non-personal information

During the visit to this website, some data are collected that cannot be associated with a specific person (non-personal), which help the Agency in providing better services to the Users of its Website. Please see our Cookies Policy [here](#).

Data we collect from you when you visit this Website:

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(a) device data: device identity, operating system and version installed on the device;

(b) time, date, duration of the visit, user location, IP address, browser information, browser language or related information.

This information is collected to inform you about the visit to the website. We limit the collection of data to what is absolutely necessary, in order to achieve compliance with the data processing principle, which concerns the minimization of data processing.

#### Personal information

Data we collect from you, in person during our visit to our offices:

(a) Name

(b) Last name

(c) Address

(d) e-mail address

(e) Home phone number

(f) Mobile phone

#### Purpose of processing your personal data and legal basis

Through this Website, users are given the opportunity to express interest in the services / products of the Agency. This event is done through the sending of personal data by the user. This information is collected securely and stored on servers of the Company [ ] based in [ ].

The Agency may process the information sent by users / visitors for statistical purposes as well as to improve the provision of its services.

Specifically, the purposes for which we process your personal data are the following:

-Sending informative messages (either via e-mail or via sms) about new services and /or products and / or offers. and/or competitions. The legal basis for such processing is the legal interest of the Agency to inform the users of the Website who have expressed interest, about its services and/or products.

-Reply to questions / requests that you send through this Website. The legal basis for such processing is the legitimate interest of informing users.

-Statistics regarding the user's place of origin and the duration of navigation. The legal basis for this processing is the consent given by the user when registering on the Website.

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In addition to the above processing reasons, it is possible to process your personal data for the protection of the legitimate interests of the Agency, taking into account your rights.

#### Your Rights

- Right of access – you have the right to be informed and to request access to your personal data, which we process.
- Right of correction – you have the right to request that we modify or update your personal information if it is inaccurate or incomplete.
- Right to delete – you have the right to ask us to delete your personal data.
- Restriction right – you have the right to request a temporary or permanent cessation of the processing of all or some of your personal data.
- Right of objection

– you have the right to object at any time to our processing of your personal data, based on reasons related to your personal situation –

– you have the right to object to the processing of your personal data for the purpose of direct marketing

- Data portability right – you have the right to request a copy of your personal data in electronic form and to transfer this personal data to a third-party service and
- Right not to be involved in automated decision-making – you have the right not to be subject to a decision based solely on an automated decision-making process, such as profiling, if the decision would have legal implications for you or other equally important implications.
- Right to file an appeal with the supervisory authority – you have the right to file a complaint against the Agency with the Personal Data Protection Authority or any other authority designated by the Greek State or any supervisory authority for the personal data of an EU Member State.

The supervisory authority for the Agency is the Hellenic Data Protection Authority, Kifisias 1-3, Post code 115 23, Athens Call Center: + 30-210 6475600 Fax: + 30-210 6475628 E-mail: [contact@dpa.gr](mailto:contact@dpa.gr)

In order to exercise the above rights, the interested parties can send an e-mail with a specific request and / or action to the e-mail address [info@necca.gov.gr](mailto:info@necca.gov.gr). Said e-mail should be accompanied by supporting documents evidencing the identity of the applicants. In case of exercise of one of the above -mentioned rights, the Agency will try to satisfy, in writing, your request within (1) month from the submission and identification of the applicant. In the event that the Agency is unable to comply with the request, it shall explain the reasons in writing.

The Agency is committed to maintaining the confidentiality of personal data of all visitors to the Website [www.necca.gov.gr](http://www.necca.gov.gr) and to protect the personal data that they may provide to us.

The registration of the user data for the provision of services and/ or products through this Website, implies the consent of the user in the collection, processing and use of his personal data under the terms of this privacy policy. The user, however, will be required to expressly consent to any such action.

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#### Personal Data Retention Time

The Agency maintains and processes your data for as long as they are needed in order to offer our services, unless, following a petition by the User, or is required by the law from time to time, we delete said data.

#### Advertising and marketing purposes – Notification

To the extent that the User consents to the use of his personal data for advertising and market research, his personal data may be used for such purposes. A precondition for such a use of his personal data is the provision by the explicit relevant consent, such as when the appropriate box is activated during a promotion and then the User ticks the relevant field to confirm. In this case, the Agency may send advertisements to the User of its services and/or products, tailored to the needs of the User, or suggest her/him to participate in programs, actions or competitions. The Agency may communicate with the user through the means the User has provided, such as, through e-mail, or by phone or SMS, if the User has given us her/his e-mail address, landline or mobile number. Finally, the Agency may also use the User's data to analyze and improve the effectiveness of its website as well as for further advertising and market research purposes. The User is completely free to decide if, and to what extent, s/he wishes to disclose her/his information for the aforementioned purposes. If this is permitted by the nature of her/his request and is technically possible and acceptable to the Agency, the user may contact our Agency anonymously or under a pseudonym. In processing its request, the Agency may need to disclose its personal data to external service providers in European or non-European countries. The Agency requires external service providers to use the User's personal data only in accordance with its standards, this Policy, European legislation and case law on personal data protection, as well as the applicable national regulatory framework. The Agency does not disclose the personal data of the User to third parties or sell or rent them without the prior express permission of the user. However, the Agency reserves the right to disclose information concerning the User, if required by law or if such disclosure is required by the competent government agencies, administrations or law enforcement agencies. The Agency does not bear any responsibility in case of notification, either to itself or to a third party through the website of the Agency, by a user of personal data or data of a third party, without having previously obtained the consent of that third party. The responsibility for such notification lies solely with the above notifying user.

#### Social Networks

Our website may use the so-called social plug-ins ("plug-ins") of social networks, such as the plug-in "Like" of the social networking site called "Facebook": the browser will establish a connection to the Facebook servers and the fact that you visited the Agency's website will be forwarded to Facebook, even if you are not logged in to Facebook and regardless of whether you have activated the related plug-in. If you are logged in to your Facebook account during your visit to the Agency's website, Facebook may link your access to the website to your Facebook account. If you click the "Like" button, it will be uploaded to Facebook and saved there. So, you can share the "Likes" you have made with your friends on Facebook. If you click the "Like" button, it will be uploaded to Facebook and saved there. So, you can share the "Likes" you have made with your friends on Facebook. The Agency has no influence over the nature and extent of the information transmitted to Facebook, nor is it able to know exactly what information is transmitted to you on Facebook and for what purposes Facebook uses this data. If you do not wish Facebook to link your visit to the Agency's website to your Facebook account, you must log out of your Facebook User account before visiting the Agency's website. Additional information about the collection, storage and use of your personal data by Facebook as

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well as the available settings for the protection of your personal data can be found in the Facebook privacy notes at <http://www.facebook.com/about/privacy/>.

#### Privacy, Processing Security and Recipients of Personal Data

The processing of personal data is restricted within the Agency and personal data is available to the staff of the Agency for the sole purpose of providing information to Users regarding the actions and programs of the Agency for which the User has agreed if s/he voluntarily sends this data. The staff of the Agency is bound by an obligation of confidentiality. The Agency has taken the necessary technical security measures and organization of the processing of Users' personal data. The personal information collected is stored on restricted access servers controlled by passwords and the Agency uses special technologies and procedures and takes strict materials, electronic and administrative security measures to strengthen the protection of this information against loss or misuse as well as protect against unauthorized access, notification, modification or destruction.

Recipients of the data, following a legal obligation, cooperation agreement or even upon request – consent of the data subject himself, are:

1. a) third parties (such as banks or AADE [Independent Authority of Public Revenue]) in order to satisfy a request submitted by the data subject on the Agency's Website for the use of a service or in order to process a payment.
2. b) judicial and prosecutorial authorities in case of claims or criminal acts.

In case of disclosure of this data, the Data Subject is informed upon completion of the relevant form / application. Except as expressly required by law, as stated above, the Agency shall not otherwise disclose, sell or disclose any information provided to it by the User without its consent.

#### Changes to this Policy

We may make changes to this Policy from time to time.

The user should read this Data Protection Policy regularly to be informed of any changes that may take place. This Policy will always be in accordance with the applicable law. Although NECCA reserves the right to modify or supplement this policy, it will inform the Users through this Website about significant changes, at least 15 days before the change takes place.