

## INFORMATION NOTE ON PERSONAL DATA PROTECTION

### Subject of the Information Note on Personal Data Protection

The Société Anonyme with the corporate name “**HELLENIC POST Société Anonyme,**” trading as “**ELTA**” (hereinafter “**ELTA SA,**”) having its registered office at No 1, Apellou Str., 10551, Athens, in its capacity as Controller, collects and processes your data only as far as strictly necessary, for explicit and legitimate purposes, under Regulation (EU) 2016/679 of the European Parliament and of the Council (hereinafter: “**GDPR**”), Law 4624/2019 and Law 3471/2006 as applicable. This information note aims to inform the users of the PostMate service about processing their personal data.

### Definitions

For this Information Note, the following terms have the following meaning:

- “**Personal Data**”: any information relating to an identified or identifiable natural person (“**data subject**”); an identifiable natural person can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;
- “**Processing**”: any operation or set of operations which is performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.
- “**Controller**”: the natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the Controller or the specific criteria for its nomination may be provided for by Union or Member State law. For this policy, ELTA SA acts as Controller.
- “**Processor**”: a natural or legal person, public authority, agency or other body which processes personal data on behalf of the Controller.
- “**Data Subject**”: the natural person whose personal data are being processed, e.g., users of the service, partners, employees of ELTA SA, etc.
- “**Existing Legislation**”: The relevant national and Union legislation on the protection of personal data, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council, Law 4624/2019, Law 3671/2006, the case law of the Court of Justice of the European Union (hereinafter “**CJEU**”), and the Decisions, Directives and Opinions of the European Data Protection Board (hereinafter “**EDPB**”) and the Data Protection Authority (hereinafter “**HDP**A”).

### Personal data collected and processed by ELTA SA when using the PostMate service

When you complete the request form for an appointment for the repayment of debts, ELTA SA collects and processes your data as follows:

Purpose	Legal basis	Retention Time	Recipients
The provision of debt repayment services	Processing is necessary for the performance of a contract, per Article 6 (1) (b) GDPR	The data shall be kept for [6 months].	Processors: Website support company

*No processing of automated decision-making, including profiling, is performed.*

### **Rights of the Data Subject**

ELTA SA shall ensure that it can respond promptly to requests from data subjects to exercise their rights under the existing legislation.

In particular, each data subject shall have the following rights:

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**Access**

**Rectification**

Under specific conditions:

**Restriction**

**Erasure**

**Portability**

If any of the above rights are exercised, ELTA SA will respond promptly (in any case within thirty (30) days from the submission of the request), informing you in writing of the progress of its fulfillment.

Regarding any complaint you may have concerning this information note or data protection issues, if we fail to satisfy your request, you can contact the Hellenic Data Protection Authority via the following link: [www.dpa.gr](http://www.dpa.gr).

### **Data Protection Officer (DPO) Information**

To exercise all the above rights, and as regards any matter relating to the processing of your data by ELTA SA, don't hesitate to contact the Data Protection Officer at the e-mail address [dpo@elta-net.gr](mailto:dpo@elta-net.gr).

### **Updates to the Information Note on Personal Data Protection**

This Information Note on Personal Data Protection may be amended/revised in the future regarding the Company's regulatory compliance and the optimization and upgrading of the PostMate services. We therefore recommend that you consult the updated version of this Information Note every time for adequate information.

**December 2023**