

## **Terms of Use of a Contact Form for Debt Payment Request**

The contact form for debt payment request is of the Hellenic Société Anonyme with the corporate name "HELLENIC POST SOCIÉTÉ ANONYME" (hereinafter referred to as ELTA SA for the sake brevity), having its registered office in the city of Athens, Greece (VAT no.: 094026421 / TAX OFFICE FOR SOCIÉTÉS ANONYMES OF ATHENS).

Users must carefully read the following Terms of Use before submitting a request.

The submission of the request implies the User's unconditional acceptance and commitment to ELTA SA. If a User disagrees with the User Agreement terms below, they must refrain from applying.

### **1. Terms**

ELTA SA reserves the right to modify or renew these terms unilaterally following its needs and commercial practices.

ELTA SA shall inform Users of any modifications and changes via its website, [www.elta.gr](http://www.elta.gr).

### **2. Definitions**

**Contact Form for Debt Payment Request:** The relevant page (landing page) can be used via the web and is visible and accessible on PC, laptop, and tablet devices. It allows customers/users to fill in their details to express their interest in paying their debts to a letter carrier.

**USER:** A natural or legal person who wishes to express an interest in paying debts to a letter carrier.

### **3. Limitation of Liability**

ELTA SA shall not be liable for any damage suffered by a User of the specific Contact Form, the use of which is made on their initiative and with knowledge of the terms hereof.

The content of the Contact Form is provided "as is" without any guarantee, whether direct or indirect, explicit or implied in any way.

ELTA SA is making every effort to ensure – but does not warrant – that the services, options and contents are provided without interruption and any errors.

ELTA SA also does not warrant:

- a) that the servers through which the application is made available to the User are provided without “viruses” or other harmful components.
- b) the correctness, completeness, and availability of the services and options provided or their results.

In the event of damage, the cost of any rectifications or servicing shall be borne by the User and in no case by ELTA SA.

The content and information contained in the Contact Form may not be understood as professional advice and do not conceal any such “customer” relationship between Users and ELTA SA or any inducement to carry out specific acts.

#### **4. Personal Data**

ELTA SA fully complies with national and EU legislation on the protection of personal data, in particular, Regulation (EU) 2016/679 of the European Parliament and of the Council (“GDPR”), Law 4624/2019, and the acts (decisions, directives, and guidelines) of the Data Protection Authority and the European Data Protection Board. ELTA SA ensures that Service Users’ privacy is protected and takes appropriate technical and organizational measures for their safe navigation. For further information on the processing of your data by ELTA SA, please refer to the [Information Note on Personal Data Protection](#). By using this website, you confirm that you have been informed of the content of this section and warrant that all the data you provide are accurate, true, and up-to-date.