



dataplex

EXCELLENCE IN ICT

PERSONAL DATA POLICY

I. Introduction

Our company is fully compliant with the European Data Protection Regulation (2016/679) and the applicable legislation for the protection of personal data. Respecting your privacy and protecting your personal data is a priority for Dataplex. The company has established this Data Protection Policy to inform you, who visit our website, interact with us, become a member, or subscribe to our newsletters, or use our services in any other capacity, about the type of data we collect and process, the purpose of collecting and processing your data, the way this data is processed, the recipients of the data and the purpose of processing on their behalf, your rights and choices regarding your personal data, and how to contact us for any concerns related to your personal data.

II. Data Controller

The company DATAPLEX, located at N. Irakleio, Attica, 14 Amarousiou Avenue, with e-mail: privacy@dataplex.gr, VAT number 094445781, KEFODE Attikis, phone: +30 210 8160810. You can contact us at the above-mentioned contact details and submit your comments, inquiries, remarks, or any complaints regarding this Policy and the collection and processing of your personal data. You have the right to file any complaints regarding issues related to the protection of your personal data arising from their processing by the Company, with the Greek Data Protection Authority (www.dpa.gr), which is the supervisory authority in our country.

For any matter regarding personal data processing, you may also contact the designated department appointed by the company at the following contact details: privacy@dataplex.gr.

III. Purpose of Processing and How We Use Your Personal Data

Personal data or personal information refers to any information concerning an identified or identifiable natural person ("data subject"). An identifiable natural person is one whose identity can be verified, directly or indirectly.

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We do not knowingly collect any information from any person under the age of 15. Our services are intended exclusively for individuals who are at least 18 years old. If you believe that we may have information from or about a person under the age of 15, please contact us.

We process the personal data you provide only when we have a legal basis and legitimate reason to do so.

The legal bases for processing your personal data are:

The terms of our contractual relationship, specifically the contract you enter into with us for products you wish to purchase or services you wish to receive.

The safeguarding and protection of legitimate interests, both yours and ours.

Compliance with a legal obligation.

Your consent, provided under the specific conditions set by the legal framework, such as receiving updates on products, services, offers, etc.

Our company does not collect or gain access to sensitive personal data.

IV. What Data We Collect

A. If you are our customer - natural person or sole proprietorship, we collect and process the following data in the context of executing our contract and providing services to you and complying with our legal obligations:

Identification data (full name, father's name, VAT number, ID number)

Contact details (phone, address/residence)

Username and email

IBAN and issued invoices

B. If you are a visitor to our website, we do not collect any data that identifies you or could indirectly identify you.

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C. If you are our customer - legal entity, the personal data we collect includes the full name of your authorized employees, their email, and user details, in the context of executing our contract.

D. If you are a job candidate, we collect your identification details (full name, father's name), your role, and your resume in the context of processing these data for future contract formation. Your data will be stored in our database for one year, and then, if no contract is signed, it will be permanently deleted. It can be retained for two years, with your explicit consent.

V. Where We Transfer the Data – Recipients of the Data

The recipients of your personal data are:

The employees responsible for our company are specifically assigned this process as part of fulfilling the contractual cooperation.

Competent public authorities, such as tax authorities, in accordance with applicable law.

Suppliers/manufacturers of contractual products, whether in Greece or abroad, within the EEA, for fulfilling our contractual obligations and ensuring product safety, as well as for statistical purposes related to market data.

Third-party partners supporting software and network equipment, providers with whom our networks are interconnected to better serve our contractual cooperation and fulfill our obligations.

In cases where our company collaborates with third parties to provide its services, it remains responsible for the processing of your personal data and defines the specific elements of the processing. A special contract is signed with the third parties to ensure that processing is done in accordance with the applicable legal framework and that every natural person can freely exercise the rights granted by the legal framework. Dataplex' s partners are contractually bound to maintain confidentiality, as are their employees, regarding the personal data they process, not to disclose data to third parties without Dataplex's written permission, to take organizational and technical

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security measures to protect data, and to immediately notify the Company in case of a personal data breach, ensuring compliance with GDPR provisions.

You have the right to know the third parties processing your personal data. For any information, you can send an email to: privacy@dataplex.gr.

Dataplex generally retains your personal data within the European Economic Area. In case data needs to be transferred to third countries, appropriate guarantees as required by applicable law will be provided, and relevant information will be posted on the company's website.

VI. Data Retention Period

The retention period for data is determined based on the following specific criteria depending on the case:

When processing is required by law, your personal data will be retained for the duration prescribed by the relevant provisions and then permanently deleted without the possibility of recovery.

When processing is based on the contract, your personal data will be retained for as long as necessary for the execution of the contract and to establish, exercise, or support legal claims based on the contract and the statutory limitation of claims arising from it, after which it will be permanently deleted without the possibility of recovery.

For marketing purposes, if Dataplex starts such an activity in the future, your personal data will be retained until you withdraw your consent. This can be done at any time. The withdrawal of consent does not affect the lawfulness of processing based on consent prior to its withdrawal.

To withdraw your consent, please send an email to privacy@dataplex.gr with subject "Withdraw of consent".

VI. Your Rights Regarding Your Personal Data

Every natural person whose data is processed by Dataplex enjoys the following rights:

Right of access: You have the right to be aware of and verify the lawfulness of the processing. Therefore, you have the right to access the data and receive supplementary information about its processing.

Right to rectification: You have the right to review, correct, update, or modify your personal data by contacting the above-mentioned contact person at Dataplex.

Right to erasure: You have the right to request the deletion of your personal data when we process it based on your consent or to protect our legitimate interests. In all other cases (such as when there is a contract, processing is required by law, or for public interest), this right is subject to specific restrictions or does not exist depending on the case.

Right to restriction of processing: You have the right to request restriction of the processing of your personal data in the following cases: (a) when the accuracy of the personal data is disputed, and until verification is completed, (b) when you object to the erasure of personal data and request the restriction of use instead of erasure, (c) when personal data is no longer needed for processing purposes but is necessary for the establishment, exercise, or support of legal claims, and (d) when you object to processing, and until verification that legitimate grounds exist that override your objection to processing.

Right to object to processing: You have the right to object at any time to the processing of your personal data when, as described above, it is necessary for legitimate interests we pursue as data controllers, as well as to process for direct marketing purposes and consumer profiling (to the extent that such processing is carried out by Dataplex in the future).

Right to data portability: You have the right to receive your personal data free of charge in a format that allows you to access, use, and process it with commonly used processing methods. You also have the right to request, if technically feasible, that we transmit the data directly to another controller.

To exercise any of the above rights or submit any related request, please contact the responsible team for the personal data polity at privacy@dataplex.gr.

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Your request will be answered free of charge without delay, and in any case, within one month of receipt. If the request is complex or if there are a large number of requests, our company will notify you if an additional two-month extension is necessary. If the requests are obviously unfounded, excessive, or repetitive, the company may charge a reasonable fee taking into account the administrative costs of providing the information, or refuse to follow up on the request, providing justification for the response.

VII. Right to Complain to the DPA

You have the right to lodge a complaint with the Data Protection Authority (www.dpa.gr):

Telephone Center: +30 210 6475600, Fax: +30 210 6475628, Email: contact@dpa.gr

VIII. Security of Personal Data

Dataplex has implemented appropriate technical and organizational measures to ensure the security of personal data, to prevent accidental loss or destruction, as well as unauthorized or unlawful access, use, alteration, or disclosure, both physically and in terms of technical/organizational measures (e.g., physical security procedures, access control, firewall protections, etc.).

The company regularly checks and updates these systems as needed. However, it is important to note that the nature of the internet means we cannot guarantee that unauthorized third parties will never be able to breach technical and organizational safeguards.

DATAPLEX does not implement a system of personalized information/profile building based on automated processing of your data.

DATAPLEX may modify its Policy if there are changes in the legislative framework. Any change will be promptly posted on our website.

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