

## 1. WHO WE ARE

We are **TCB AVGIDIS AUTOMATION S.A.** and we process and protect your personal data that comes to our knowledge. We understand that this is a great responsibility and we work hard to protect your data and you are in control.

This Privacy Policy aims to understand what data we collect, why we collect them and how to update, manage, export and delete your data.

You can find Privacy & Personal Data Protection Policy of TCB AVGIDIS AUTOMATION S.A., at <https://www.tcb.gr/en/privacy-policy.html?view=policy>.

You can also find our Policy in greek language <https://www.tcb.gr/en/privacy-policy.html?view=policy>.

**Ισχύει από 25 Μαΐου 2018.**

## 2. WHAT WE USE YOUR DATA FOR

We will use your data (collected electronically or in person), among other purposes, and to answer your questions, to manage any purchases of products or services, to response at any complaints and, if you wish, to send you personalized communications.

## 3. WHY WE USE YOUR DATA

We are legalized to process your data for a variety of reasons. The main reason is that we need to process them for the execution of our contract or when you receive any of our services or products and for your website visit, but there are other reasons that allow us to use them, including, among other things, our interest in answering your questions.

In any case, it is not required to provide data that constitutes personal data for simple browsing at <https://www.tcb.gr/en/>.

When you visit this website or provide us with information through it, you acknowledge that you have read, understood and accepted unconditionally the settings described in this policy at <https://www.tcb.gr/en/>. You also accept the specific rules or terms of use that may have been posted to specific sections of the site. So please check the site content for possible changes. If you disagree, you should not use the web site and its content.0

## 4. WHO WE SHARE YOUR DATA WITH

The personal data of our staff, our customers, our external providers and any other interested parties are not shared with any third party and may not be used by any third

party without complying with the provisions of the Laws: N. 2472/97, Data Protection Directive (2016/679/EU), ePrivacy directive (2002/58/EC, modification 2009/136/EC), as they currently apply to the protection against the processing of personal data.

## 5. YOUR RIGHTS

You have the right to access, correct or delete your personal data.

We invite you to read the full Privacy Policy below to fully understand how we use your personal data and the rights you have on it.

## 6. Basic concepts regarding the processing of personal data

- **Controller:** is the person who determines the purposes for which the processing is carried out as well as the way in which personal data is processed or is likely to be processed. The Data Controller in this case is the Company TCB AVGIDIS AUTOMATION SA. A controller may appoint a Processor to process personal data on his behalf.
- **Personal Data:** is any information concerning an identified or identifiable natural person. An identifiable natural person is one whose identity can be ascertained, directly or indirectly, in particular by reference to an identifier such as a name, an identity number, location data, an online identifier or one or more factors that characterize the physical, physiological, genetic, psychological, economic, cultural or social identity of the natural person in question. Natural persons who are the subject of information processing are called data subjects. There is a subcategory of personal data, the so-called sensitive personal data. These cover information about racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership, a natural person's health or sex life or sexual orientation as well as genetic data and biometric data that are processed in order to uniquely identify a subject. This category is subject to additional safeguards and is treated with caution.
- **Processing:** processing means any operation involving data, which includes any operation or set of operations performed on personal data or sets of personal data, with or without the use of automated means, such as collection, registration, organization, structuring, the storage, adaptation or alteration, retrieval, retrieval of information, use, disclosure by transmission, dissemination or any other form of disposal, association or combination, restriction, deletion or destruction.
- **Data subject:** the person to whom the personal data relates.
- **Consent:** Article 7 of the General Data Protection Regulation has modified the conditions required for consent as a legal basis for data processing to be valid.

**BEFORE YOU START ...**

We are transparent about what we do with your personal data, in order to understand in depth, the way we will use your data and your rights over to your data:

- o We have permanently available to you all the information contained in this Privacy Policy so you can access it when you feel it is necessary and,
- o You will also find additional information about any processing of your data while you cooperate with us.

**1. WHO IS THE CONTROLLER OF YOUR DATA**

Your data controller is:

**TCB AVGIDIS AUTOMATION S.A.**, a company currently active in Greece, with the following scope: Design, engineering, implementation, assembly, installation, testing and maintenance of Industrial and Marine Automation and Instrumentation systems. Development of new systems and products. Sales and representation of above-mentioned systems and products.

- o Postal address: 108, Kasomouli Str. 011744 Neos Kosmos, Athens - Greece.
- o Email address of the Data Protection Officer: [INFO@TCB.GR](mailto:INFO@TCB.GR).

**2. WHY WE PROCESS YOUR PERSONAL DATA**

We collect, process and disclose your personal data only for specific and limited purposes. For example, in order to manage your payments, to evaluate and handle any complaints, to develop and improve our company's and website's services, methods and functionality, as well as to provide personalized services.

**3. HOW WE PROTECT YOUR PERSONAL DATA**

**TCB AVGIDIS AUTOMATION S.A.** treats the security of your personal data very seriously. We do our best to protect your personal data from abuse, interference, loss, unauthorized access, modification or disclosure.

The measures we use include implementing appropriate access controls, investing in the latest information security capabilities, and ensuring that personal data is encrypted and rendered anonymous, wherever possible.

Access to your personal data is only allowed to our employees and associates only when required and subject to strict contractual confidentiality obligations when processed by third parties.

#### **4. HOW LONG WILL WE KEEP YOUR DATA**

We will keep your personal data for as long as necessary for the purpose for which it is processed.

We keep the identifiable data we collect directly for targeting purposes for as little time as possible, and then we use measures to permanently delete them.

We actively look at the personal data we have and delete it in a safe way, or in some cases render it anonymous when there is no legal or business need to keep it.

Regardless of how we process your data for the time strictly necessary to achieve the intended purpose, we will then keep it properly stored and protected for the length of time that processing could arise, in accordance with the legislation in force. Once passed the period of limitation for all claims will proceed to delete personal data.

#### **5. WHAT YOUR RIGHTS ARE**

Here are described your rights with respect to your personal data and how they are processed. You can exercise these rights at any time. Below we provide a preview of these rights along with what this implies for you. You can exercise your rights by sending an email or submitting a request through the contact form on our website.

- The right to information. You have the right to receive clear, transparent and comprehensible information about how we use your personal data and rights. We therefore provide you with the information in this Statement.
- The right to access and correction. You have the right to access, correct or update your personal data at any time. We understand the importance of this and if you want to exercise your rights, please contact us.
- The right of data portability. The personal data you have given us is portable. This means that they can be moved, copied or transferred electronically under certain conditions.

- The right to erase (right to be forgotten). Under certain circumstances, you have the right to ask us to delete your data. If you want to delete the personal data we have, please let us know and we will take appropriate steps to respond to your request in accordance with legal requirements. If the personal data we collect is no longer needed for any purpose and does not oblige us to maintain them, we will do our best to erase or destroy them.
- The right to restriction of processing. Under certain circumstances, you have the right to restrict the processing of your personal data.
- The right to lodge a complaint with a supervisory authority. You have the right to complain directly to a local supervisory authority on how we process your personal data.
- • The right to withdraw consent. If you have given your consent to anything concerning your personal data (i.e. we rely on your consent as the legal basis for processing your personal data), you have the right to withdraw your consent at any time (though if you do so, does not mean that what we have done to your personal data up to that point is illegal). You may withdraw your consent to the processing of your personal data at any time by contacting us with the information provided below.

Further information and advice on your rights can be obtained from the Hellenic Data Protection Authority [www.dpa.gr](http://www.dpa.gr), Tel.: +302106475600, Fax: +302106475628, e-mail: [contact@dpa.gr](mailto:contact@dpa.gr).

## 6. CHANGES IN PRIVATE POLICY

We may modify the information contained in this Privacy Policy, when we deem it necessary. When we publish changes to this statement, we will review the "Last Updated" date at the bottom of this Statement. If the changes are important, we will send you more visible statement. We will also keep previous versions of this Privacy Statement in a file for you to view, if you request it.

## 7. ΠΩΣ ΝΑ ΥΠΟΒΑΛΕΤΕ ΚΑΤΑΓΓΕΛΙΑ

If you wish to lodge a complaint in relation to how the Company manages your data you can contact the Data Protection Officer at e-mail: [INFO@TCB.GR](mailto:INFO@TCB.GR), who will investigate the matter.

If you are not satisfied with the Company's response or you consider that the processing of your data is not in accordance with the provisions of the applicable legislation, you can file

a complaint with the Personal Data Protection Authority ([www.dpa.gr](http://www.dpa.gr)) phone: +302106475600, fax: +302106475628, e-mail: [contact@dpa.gr](mailto:contact@dpa.gr).

## 8. WEBSOTE PROTECTIVE MEASURES

**TCB AVGIDIS AUTOMATION S.A.** is committed to ensure maximum security and confidentiality of data collected from the website.

The website uses the electronic security protocol Secure Sockets Layer (SSL). SSL uses methods for secure data exchange, establishing a secure Internet connection and preventing malicious actions. The browser used by the user informs him that he is on a secured website with the symbol of the SSL certificate and guarantees the secure exchange of data.

## 9. INFORMATION ON COOKIES

We use cookies to facilitate your browsing in the website, understand how you interact with us and, in certain cases, to be able to show you advertisements in accordance with your browsing habits. Please read our Information about Cookies to understand with greater detail the cookies that we use, their purpose and other information of interest.

Cookies are data files that a website sends to your computer when you browse the website. These data files include data that allow our website to remember important information that will make it more efficient and useful for you. Our website uses cookies for various purposes. We use cookie technology and IP addresses to obtain non-personal information about site visitors and to provide our visitors with the best personalized online experience.

Our website visitors use different web browsing software and different computers. In order to further facilitate your visits with the technology you use, we automatically record the browser type (e.g. Internet Explorer, Firefox) and the operating system (e.g. Windows, MacOS, Android) used by a visitor, as well as the name of the visitor's internet service provider. We also record the total number of visitors to our site in a cumulative way so that we can update and improve our site. This process does not export personal information. This data shows us whether more visitors prefer specific features or parts of the site than others, which helps us to keep our site up to date with new material that is of interest to most of our visitors.

Website <https://www.tcb.gr/en/> uses cookies for various purposes depending on their function:

**Strictly Necessary / Essential Cookies:** Strictly necessary cookies are essential for the proper functioning of the website, they allow you to browse and use its functions. These

cookies do not recognize your individual identity. Without these cookies, we cannot offer efficient operation of our website.

**Functionality Cookies:** Functionality cookies help the website remember your choices, such as your username, language and region. Thus, we provide you with enhanced and personalized features. In addition, they help provide services such as viewing videos or using social media. They do not enable us to track your activity on other websites.

**Traffic Management Cookies:** On our website we use traffic management cookies to detect technical problems that may occur during your browsing. Based on the information gathered by these cookies, we correct technical errors and problems, and constantly improve the services we offer through our website. Thus, we respond better to your personal needs. Cookies are not used for purposes other than those described in this text.

**Performance Cookies:** Performance cookies collect information about how you use the website, such as which pages you visit most often and whether you receive error messages. The information they collect is aggregated. We only use them to improve the performance of our website.

**Targeting/advertising and usage statistics cookies:** They are used to provide content that is more relevant to you and your interests. They may be used to send targeted advertising/offers, limit ad impressions or measure the effectiveness of an advertising campaign. They may be used to remember the websites you have visited, to determine which online marketing channels are most effective and to allow us to reward external websites and partners who referred you to us. Also, to improve our website, we use cookies to collect information about when and how visitors interact with our website, advertisements and services offered by the website. For example, how many times the visitor viewed a particular product or service and whether they chose to share it on a social media platform.

**Social network cookies:** These cookies are necessary to connect your social network account with our website. For example, to allow you to repost and share with your friends on social networks information found on our website or to indicate that you want to follow our social media page. Social networking cookies are not required for your navigation on our website.

#### **How to control cookies**

Cookies are stored on your computer or device after you have been informed about the privacy settings. If you do not accept cookies or some categories of them, some of the features of our website may not be fully available. It is at your discretion to withdraw, at

any time, your consent or object to the use of cookies on your computer or device, control and/or delete cookies.

You can delete cookies from your computer or device at any time by following the respective settings of each browser.

To the extent that any Personal Data is collected through cookies or similar technologies, the company's Privacy Policy applies.

#### 10. **Google Analytics**

The website uses the Google Analytics statistical tool offered by Google. Google Analytics also uses cookies to compose reports for online activity and user preferences for the site. Google may transfer this information to third parties if legally required. It can also combine your IP address with other data stored by itself while browsing the web. By visiting the site, you agree to the management of your personal data by Google in the manner and for the reasons described above.

For more information, please visit:

<https://policies.google.com/technologies/types?hl=en>.

#### 14. **Plugins Social Media - Μέσων Κοινωνικής Δικτύωσης**

The Site may use Social Media Plugins to allow you to easily share information with others. When you use our website, the administrator of the Social Media plugin located on our website may place a cookie on your computer, which allows it to recognize you on its website as a person who has previously visited our website. If you have previously logged in to a Social Media website while browsing our Website, the Social Media plugins may allow the Social Media website to receive directly identifiable information about you indicating that you have visited our Website. Social Media plugins also allow social media to share information about your activities on our website with other Social Media website users. The company does not control the content of Social Media plugins. For more information on Social Media plugins, you can contact us directly.

#### 15. **Other terms and conditions of use**

Use of this website is permitted under the following terms and conditions:

- a. You agree to use this website only for lawful purposes and in a manner that does not violate the rights, nor will it restrict or prohibit the use and enjoyment of the site by any third party. Messages displaying one or more of the following properties are strictly forbidden:



- Content illegal or harmful, such as defamatory, abusive, violent, vulgar, pornographic, or violating the personality and privacy of third parties.
  - Content causing harm to minors.
  - Content contrary to morality or public policy.
  - Content that is spam (unsolicited commercial communication - advertising).
  - Direct or indirect commercial advertisements and generally promotional actions of persons, products or services.
  - Offensive or derogatory references to natural or legal persons or protected distinctive features (trademarks, brands, business names, etc.), interception or generally violation of third party privacy (such as publication, collection and / or storage of personal data of others users), the imitation of any legal or natural person or a false statement about the identity of the user.
  - Publishing or reporting links to illegal software or methods of disabling software protection, as well as any other content (images, music tracks, etc.) of material that violates copyright, as well as “peertopeer” links.
  - Content or files containing harmful material (virus etc.).
  - References or links to other websites with illegal or harmful content.
- b. This website is not intended for children under the age of 16. By using the Website you certify that you are over sixteen (16) years of age. As long as you are under sixteen (16) years of age, you have the obligation to refrain from any use of the website as well as from any provision of your personal data without the approval of the person exercising your parental care.
- c. Website content and services, images, graphics, photographs, drafts, texts and generally all the site's files are protected under the relevant provisions of national law, EU law and international conventions. None of these may be sold, copied, modified, reproduced, republished, or distributed in any way except in the case of the individual storage of a single copy of a portion of the content in a single PC for non-commercial, personal or academic / educational use and in this case only by indicating their origin from the site, without affecting in any way the relevant intellectual property rights (copyright). The names, images, logos and distinctive features representing the website, or third parties and their products or services are trademarks or registered trademarks of their respective websites or third parties, protected by applicable trademark and copyright laws. The visitor / user of the site understands and accepts

that he / she does not have the right to copy, commercialize, sell, resell, reproduce, distribute in any way all or part of the content of the site. If you need more information about using the content, please contact us at: [INFO@TCB.GR](mailto:INFO@TCB.GR).

- d. Any communication that you transmit to us through the website or transmit or post to any public site on the website, including any data, questions, comments, suggestions, ideas or the like, is and will be treated as non-confidential and non-exclusive data.
- e. The above terms and conditions of use of the website, as well as any modification, change or alteration thereof, are subject and supplemented by Greek law, the law of the European Union and the relevant international treaties. Any provision of these terms is contrary to law, automatically ceases to apply and will be withdrawn from the present, without in any way undermining the validity of the other terms.
- f. If these terms and conditions are not fully accepted, use of this site must be terminated immediately.
- g. The views of the users of this site do not necessarily represent the opinion of **TCB AVGIDIS S.A.**

Last update on **25/05/2018**.