

PRIVACY POLICY

PERSONAL DATA PROCESSING PROTECTION POLICY

Our personal data protection policy complies with the General Data Protection Regulation (GDPR) 2016/679 of the European Union and regulates the data you import when using the ADR4ALL website, how this data is being processed and your rights over this data. The personal data we collect is processed and used exclusively for communicating with you.

Personal data means any information related to a natural person, (“the data subject”) such as name and surname, postal address, email, mobile phone number and landline, identity card number, tax identity number and social security number, which can, when used either alone or in combination, identify the natural person. Personal data processing means any operation or set of operations which is performed on personal data 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.

SECTION I: THE PERSONAL DATA YOU PROVIDE TO US

When you are using the ADR4ALL website, you import your contact details and any text you consider appropriate to communicate to us. As a user you are solely responsible that the personal data & information you provide is true, accurate and complete.

SECTION II: HOW WE USE YOUR PERSONAL DATA

We use your personal data/contact details to communicate with you for the purposes for which you entered your data into the website forms. Your personal data is not made available publicly. Your personal data will be retained in the system for a period of five (5) years from the date you have submitted case it to our website. The above period may be extended, (a) if so requested by any judicial or other public authority; (b) if there are legitimate reasons for further retaining the above data; and (c) for statistical reasons, but without any reference to your name, as all data will be subjected to pseudonymisation.

SECTION III: YOUR RIGHTS

As a natural person you have the following rights over your personal data, as these are described in detail in Chapter III of the European Regulation 2016/679:

Right to be informed about the collection, use and processing of your personal data

Right to access your personal data

Right to correct any inaccurate personal data and to fill in missing personal data

Right to have your personal data erased («right to be forgotten») if there is no reasonable or lawful reason or obligation to maintain it

Right to request the restriction of the processing of your personal data in case the data accuracy or the legality of the data processing are questioned, or the data is no longer necessary for the purpose for which it is retained.

Right to data portability of your personal data

Right to object at any time to the processing of your personal data

SECTION IV: DATA CONTROLLER – COMPETENT AUTHORITY

The ADR point – Center for Alternative Dispute Resolution is the controller of your personal data when you use the ADR4ALL website. For any information or complaints related to the use and processing of your personal data and your rights, please contact the ADR point at consumer.disputes@adrpoint.gr or +302103626260/+302310510005 or visit ADR point at 7, Tsimiski str, Thessaloniki, Greece. If you have reasons to believe that your rights regarding the protection of personal data have been violated, you have the right to file a complaint to the Personal Data Protection Authority (1-3 Kifissias Avenue, PC Athens 115 Dec 2016 210 6475600, email address contact@dpa.gr).