

INFORMATIVE TEXT FOR THE PROCESSING OF PERSONAL DATA

This form was drawn up taking into account the new General Data Protection Regulation (G.D.P.R.) which enters into force on 25 May 2018 and the data protection provisions of the relevant Greek legislation. The purpose of this form is to inform you of the manner and reasons we process your Personal Data.

1. Definitions

1.1 The Data **Controller** is defined as the Insurance Office under the name "Ch.KARYPIDIS – K.KARYPIDOU O.E.", which is established and operates legally with vat number 999154505 and belongs to the DoY GREVENON, with registration number 18 from the Chamber of Grevena and number 46884618000 from the General Commercial Register (G.E.M.M), is located on 5 VENIZELOU Street in GREVENA with contact details +30 24620 24110 and xkaripidis@xkaripidis. gr and is legally represented by Mr. Christos Kaypidis.

1.2 The **Data Subject** is the data subject, to whom the data relate and whose identity is known or can be ascertained as well as has any transactional relationship with the Data Controller.

2. What personal data do we collect & from where?

We collect and process only your personal data that you have submitted to us or you are about to submit to us by you or your legal representatives and which are necessary for the commencement; The maintenance and execution of our transactional relationships, i.e. the preparation of insurance contracts, existing or future depending on the product or service provided.

Specifically, we collect:

- Identification data: First name, surname, maiden name, date and place of birth, id or passport number, SOCIAL SECURITY NUMBER, VAT number, tax authorities' statements,
- Contact data: E-mail address, mailing-home-business residence address, telephone numbers, copies of PUBLIC ACCOUNTS,
- Data necessary for the preparation and management of the insurance contract, depending on its subject matter and the risks covered and for compliance with the relevant legislation. In this case, sensitive personal data may be processed.
- Payment data: IBAN bank accounts, bank cards of the subject either for the repayment of premiums or for the reimbursement of unearned premiums, etc.;
- Data necessary to determine the case-by-case insurance compensation or settlement thereof, etc.;
- Data that is publicly available on the internet, etc.

The data we collect comes from:

- From the insurance applications of our affiliated insurance companies,
- From the e-mails you send us by phone or orally, from mobiles, tablets, etc.,
- By the Applicant – Data subject,
- By the counterparty in the case of insurance in favour of a third party,
- From special brochures,
- From our website www.xkaripidis.gr in the special data entry fields,
- From our partners insurance intermediaries,
- From leads,
- From (potential) beneficiaries of insurance,
- From third parties involved in damage events,
- From cooperating service providers, such as a hospital or medical diagnostic centre where the Subject of the Data was tested or hospitalized, under his authorisation for the relevant transmission, or by the company in which the Subject works, in the case of group insurance, or by the undertaking to which the Subject addressed for the recovery of the material damage, etc.

The collection and processing of your above personal data by us is necessary for the initiation, maintenance and execution of our trading relationships, i.e. the preparation of insurance contracts or your service in cases of compensation by the cooperating insurance companies.

3. For what purposes do we collect & process your personal data?

We collect and process your personal data:

- In order to comply with all necessary actions at the pre-contractual stage prior to the preparation of the insurance contract.

In particular, we complete all the special needs analysis forms - questionnaires we have prepared or corresponding forms of our affiliated insurance companies or insurance brokerage companies and reinsurance companies, which are necessary for the issuance of insurance offers by the insurance companies affiliated with us or using automated means for the calculation of the premium and then proceed to complete the insurance application(s).

- For the final preparation of the insurance contract.

With the aim of determining any additional agreements in the interest of the insured person for comprehensive insurance cover upon our request to the insurance companies affiliated with us, in addition to the general terms of the contract that are pre-formulated and are not subject to processing as well as the special conditions and the integrated provision of insurance mediation services with the aim of managing the insurance contract in general.

- In order to comply with all necessary actions during the settlement stage of the insurance (compensation).

In particular, we complete the forms of our affiliated insurance companies as well as any other procedure requested (e.g. sending the data to researchers, experts, lawyers, etc.) with the aim of immediately compensating you.

- For the following purposes, for which your consent is required, which may be revoked some or in whole with the possibility that our trading relationship may become impossible. Specific:

To investigate the entire insurance market and receive offers in your interest, to inform new more comprehensive insurance plans in benefits and lower costs in your interest even by self-

driving media (sms, e-mail, telephone, etc.), for newsletters e.g. for the provision of new privileges, for the posting of the established insurance contract in the special computer systems that we have in order to quickly serve you , to draw statistical conclusions with a view to additional needs.

- In order to comply with all our obligations arising from the legislation and the regulatory framework
- For the handling of complaints and complaints
- To send our service satisfaction and evaluation questionnaires
- For your communication between us and your immediate service.

4. Personal data of minors

We process personal data of minors subject to the prior consent of the parents or the holders of parental responsibility, with a view to

support, promotion and execution of the trading relationship (e.g. health insurance, child savings), always in accordance with the law. It is expressly stated that we do not intentionally collect personal data from minors nor the content of our website is addressed to people of these ages. If we accidentally collect such personal data we will delete it immediately.

5. How do we protect your personal data?

We have taken all appropriate security measures to ensure an appropriate level of data security against the risks of unauthorised or unlawful processing, accidental loss, destruction or damage.

Specific:

- Our electronic files containing personal data are protected with passwords, antivirus programs and are often back-up,
- Our electronic devices are protected with passwords,
- The printed material is stored in a safe environment,

In any case and as far as possible we will make every effort to keep your personal data safe in accordance with the above. @

6. How long do we retain your personal data?

We will retain and process your personal data for the purposes mentioned above and for as long as necessary to perform our trading relationship. The criterion for determining the retention of personal data will be the need to safeguard both the interests of our policyholders and our own.

7. Who are the recipients of your personal data?

We have taken the necessary measures to ensure that only the necessary personal data is transmitted each time and that the lawfulness of the processing is ensured. We will not disclose in any way your personal data to any third party that is not related to our cooperation, unless required by law or by a legitimate request or a public or judicial authority order. We will not

pass on any of your personal data to third parties for use in commercial promotions. However, as part of our work we reserve the right to transfer your data to our affiliated insurance companies and brokerage companies (e.g. insurance applications, claims for damages, and), to insurance company experts due to losses, to our insurance partners or employees, to third parties legally affiliated with us (e.g. IT companies that provide us with computer systems, and).

8. What rights do you have to protect your data?

As a data processor you retain the following rights:

- **Right** of access to your personal data and full **updating** or downloading copies of data (Article 12 & 15 GDPR).
- **Right to correct** your inaccurate or incomplete or incorrect data (Article 16 GDPR).
- **Right to erasure (in oblivion)** & Right to **portability** of your personal data subject to our obligations and legal rights to observe them (Article 17 & 20 GDPR).
- **Right to restrict the** processing of your data provided that there is no legitimate reason for keeping it (Article 18 GDPR).
- **Right to oppose** the processing of your data at any time (Article 21 GDPR).
- **Right** to object on automated decision-making & profiling (Article 22 GDPR).

These rights may be exercised upon written request, either by post or by e-mail.

9. Processing of specific categories of personal data

We do not collect or process your personal data related to your racial or ethnic origin, political opinions, religious or philosophical beliefs, etc. for the purpose of identifying you as the subject of the processing, unless you have expressly given your consent for a particular purpose. It is expressly stated that in cases of group insurance, the policyholder is obliged to inform the insured about the content of this at each stage.

10. How to exercise your rights & file a complaint

For the exercise of your rights, in case you believe that your data protection is being affected, you can contact us by post (Venizelou 5,^{4th} floor, grevena P.C. 51100) or by e-mail to xkaripidis@xkaripidis.gr, to reply within 30 days of submission with the possibility of an extension of an additional 30 days. the Bank of Greece's Private Insurance Supervision Division as well as the Private Insurance Supervision Directorate of the Bank of Greece.