

PRIVACY POLICY

This privacy policy tells you about the information we collect from you when you use our website. In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

COMPANY DETAILS

We are HELLENIC INSTRUMENTS I.K.E., our address is 3rd km Koropiou-Varis Avenue, Koropi, 19400, Greece. You can contact us by post at the above address or by email at:

administration@hellenicinstruments.com

We are not required to have a data protection officer, so any enquiries about our use of your personal data should be addressed to the contact details above.

HOW WE USE YOUR INFORMATION WHEN YOU USE OUR WEBSITE

When you use our website to browse our products and services and view the information we make available, a number of cookies are used by us and by third parties to allow the website to function, to collect useful information about visitors and to help to make your user experience better. Some of the cookies we use are strictly necessary for our website to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

| Cookie Name | Purpose |
|--------------------------------------|---|
| PHPSESSID | This cookie is native to PHP applications. The cookie is used to store and identify a user's unique session ID for the purpose of managing user session on the website. The cookie is a 'session cookies' and is deleted when all the browser windows are closed. |
| cookielawinfo-checkbox-necessary | This cookie is set by GDPR Cookie Consent plugin. The cookies is used to store the user consent for the cookies in the category "Necessary". |
| cookielawinfo-checkbox-non-necessary | This cookie is set by GDPR Cookie Consent plugin. The cookies is used to store the user consent for the cookies in the category "Non-necessary". |

WHEN YOU SUBMIT AN ENQUIRY VIA OUR WEBSITE

When you submit an enquiry via our website, we ask you for your name, e-mail, company and country. We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest and ensure that we have answered your it

to your satisfaction. We will do this based on our legitimate interest in providing accurate information prior to a sale. Your enquiry is stored and processed in our mail server and is only accessible by authorised personnel, responsible to answer the enquiry. We do not use the information you provide to make any automated decisions that might affect you. We keep enquiry emails for two years, after which they are securely archived and kept for seven years, when we delete them.

YOUR RIGHTS AS A DATA SUBJECT

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time. If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider. If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased. You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully. Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling. To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the Company Details section of this policy.

YOUR RIGHT TO COMPLAIN

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint. However, you can also contact the Hellenic Data Protection Authority via their website at <https://dpa.gr> or write to them at: Data Protection Authority Greece, 1-3 Kifisias, Athens, Greece, 11523

UPDATES TO THIS PRIVACY POLICY

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent. We will update the version number and date of this document each time it is changed.