

PERSONAL DATA PROTECTION POLICY

Personal data protection is for **Pizza Fan** of prime importance and is dealt with the utmost importance. Respecting the personal data that we manage and safeguarding that they are being processed in the right way is one of the priorities of the Company.

Therefore, we take all appropriate technical and organizational measures in order to protect the personal data that we process and to safeguard that they are being processed always in accordance with the requirements laid down by the legislative framework in force and mainly by the General Data Protection Regulation (EU) 2016/679.

1. DATA CONTROLLER – COMMUNICATION PARTICULARS

Pizza Fan acts as Data Controller in relation to all personal data that it collects, processes and stores.

Pizza Fan (FANATICS PIZZA LIMITED LIABILITY COMPANY FOR THE PROVISION OF SERVICES)

Address: Thrasylvoulou Street & 73 Pentelis Avenue, 152 33, Chalandri

Tel. number: 210 6856400

E-mail: dpo@pizzafan.gr

Contact: Trantou Panagiota

2. DATA THAT WE COLLECT AND PROCESS

In order to serve you and offer you our services and our products, we collect and process all data that you communicate to the call center representative when you place your order or the data that you fill in the respective fields when you open a user's account on our website and in particular, **name and surname, postal address, contact tel. number (landline or mobile), e-mail, tax data (in case you wish that an invoice is issued), date of birth.**

Please bear in mind that our Company's website may contain links to other websites. Our Company is not responsible for the secrecy and for personal data practices or/and for the context for these websites.

If you are under 15 years old, you are required to be granted permission from your parents or from your guardian, before communicating any of your personal data to us.

3. PROCESSING PURPOSES & LEGAL BASES OF PROCESSING

All the above personal data are collected and processed aiming in the first place at the execution of the agreement between us for the sale of our products and in particular for the **preparation and delivery of your order and our communication with you in relation to that**

order. Some of your data may also be used for the purposes below always with your own consent:

- Communication with you in relation to competitions, lotteries and other events
- Communication and dispatch of offers and information material in relation to our products and services - For the purpose of statistics and surveys
- Marketing and promotion of our products and services The legal bases of data processing may be on a case-by-case basis:
 - i. The **execution and completion of the agreement between us** in relation to the sale of our products to you (preparation and delivery of your order).

Without the collection and use of the above information it will not be possible to provide our services.

- ii. The **consent** that you may provide to us in order to receive updates in relation to offers or promotional material for our products and services, the commercial actions and activities that we develop etc. You are entitled to revoke your consent whenever you wish, by contacting us at the communication particulars mentioned in paragraph 1 or through our website.

4. TO WHOM DO WE COMMUNICATE YOUR PERSONAL DATA

It is possible that your personal data are communicated to the following receivers:

- To the franchisees, to the store managers of the Pizza Fan network and to the delivery persons so that they may prepare and deliver the order or any offer of the company (Pizza Fan)
- To a newsletter shipping company (provided that you have provided your consent to send you a newsletter)
- To an SMS messaging company (in case that you have provided your consent to receive updates)
- To companies with which we cooperate, so that you are able to receive your gift, in case you qualify as winners in a competition in which you participated (whenever we organize a competition, we mention in the terms of the competition that your data have been communicated to the company with which we cooperate)
- To cooperating event organizing companies (in case you wish to host a party)
- To an external partner who supports us in software matters
- To the cooperating legal department of the company, in case of a judicial or extrajudicial dispute
- To police or other public authorities if we are officially asked or following a prosecutor's order.

5. DURATION OF DATA STORAGE

Your data are kept at the database of Pizza Fan for 5 years after your last transaction with the company or for as long as legislation may require (e.g., in case that an invoice is issued, for as long as the tax legislative framework provides).

If processing is based on your consent, the personal data are kept until you revoke such consent. It is clarified that the revocation of consent does not affect the legality of the processing that was based on such consent before it was revoked.

In any case, **Pizza Fan** applies all appropriate technical and organizational measures in order to safeguard the protection of the personal data that it processes and takes constant care in order to prevent any unauthorized access in these data.

6. YOUR RIGHTS IN RELATION TO YOUR PERSONAL DATA

As far as processing of your personal data is concerned you are entitled to the following rights:

- **Right of access**

You have the right to know which of your data we keep and process, for what reason and other supplementary information in relation to these, as well as to require a copy thereof from us.

- **Right to rectification**

You have the right to ask for the correction, amendment and completion of your personal data.

- **Right to erasure (“right to be forgotten”)**

You have the right to ask for the erasure of your personal data when these are under processing following relevant consent from your part. In cases where processing is based on another legal basis (as indicatively, on a contract execution, on a rightful obligation or on the protection of the Company’s lawful interests etc.), such right of yours may be subject to restrictions or may not be available at all.

- **Right to restriction of processing**

You have the right to ask for the restriction of processing of your personal data

- in case that their accuracy is contested and until relevant verification is made
- as an alternative measure, instead of deleting them
- when we do no longer need them for the purposes of the processing for which we collected them, but they are required for the establishment, exercise or defence of legal claims from your part,
- when you object to processing and until it is verified that there are legitimate grounds for such processing from the part of the Company.

- **Right to object to processing**

You have the right to object to the processing of your personal data when this objection is made on the basis of a legitimate interest, as well as for the purposes of direct commercial promotion and setting up a profile.

- **Right to portability**

You have the right to ask and receive your personal data in a form that allows you to access them, to use and to process them under the commonly used processing methods. Moreover, as far as your data that we are processing through automatic means and on the basis of your consent or in the framework of a contract's execution are concerned, you are entitled to ask from us to directly transmit them to another data controller, provided that this is technically possible.

- **Right to revoke consent**

If the processing of your data is based on your consent, you are entitled to revoke it at any time. The revocation of your consent does not affect the legality of the processing that was based on such consent before it was revoked. In order to exercise the above rights of yours and in case that you have any question, complaint or need other information in relation to the processing of your personal data you can communicate with us at the email address dpo@pizzafan.gr or at the communication particulars mentioned in paragraph 1.

7. TELEPHONE CALLS RECORDING

Pizza Fan may proceed to recording telephone calls associated with the receipt and fulfillment of customer orders, with regard to the products and services of **Pizza Fan** and in general all transactions between **Pizza Fan** and third parties.

The individual contacting **Pizza Fan** will be provided with respective information before the recording takes place, according to the applicable legislation. The purpose of the recording is **to document the transactions between the parties, particularly the correct receipt and fulfillment of orders based on the customer selections and quality assurance of the services provided by Pizza Fan and protection of the rights and interests of the transaction parties.**

Data and content of the recorded calls shall not be transferred to third parties, except for the competent public and court authorities, to fulfill the respective duties of **Pizza Fan** and/or exercise its rights.

Further to a request by an individual contacting **Pizza Fan**, and as long as the call it is recorded, he/she will be provided with a transcript of the telephone call associated with him/her.

With regard to the retention period of recorded calls and the rights of the individual contacting **Pizza Fan** as a personal data subject, the Personal Data Protection Policy of **Pizza Fan** applies, as posted on its website: <https://www.pizzafan.gr/el>

8. RIGHT TO LODGE A COMPLAINT WITH DATA PROTECTION AUTHORITY (DPA)

You are entitled to lodge a complaint with the Data Protection Authority (www.dpa.gr) in relation to matters pertaining to the processing of your personal data.

9. CHANGES IN THE PERSONAL DATA PROTECTION POLICY

Potential future changes in our Company's Personal Data Protection Policy will be uploaded at its website, www.pizzafan.gr, and they will be communicated to you, if applicable