

GENERAL TERMS AND CONDITIONS

Our sales conditions apply exclusively. Conditions of the customer that differ from our sales conditions are not valid. The sold goods remain our property until our claim from the business relationship with the buyer has been paid in full. The place of jurisdiction of Thessaloniki is responsible for all current or future claims from the business relationship.

Terms of use / GDPR

General

The use of our web pages and the services made available to the visitor on the company's website require your consent to the data protection provisions of this website. Therefore, the visitor must read the content of this page carefully before using the services of our website. If he does not agree, he must leave this website and NEVER use its services or content.

This privacy policy may from time to time comply with applicable laws. We will not specifically notify our customers or the users of our website of these changes. Instead, we recommend that you visit this page from time to time to make changes to this privacy policy. Continued use of the website, even after changes to the data protection regulations, require that you accept these conditions without reservation.

Data protection and protection of personal data

We only collect and process your personal data if this is absolutely necessary.

We will not sell, rent, distribute, or publish your personal data in any way unless absolutely necessary. If you are under 16 years of age, you MUST get parental consent before using the services of this website.

Relevant legislation

In addition to the internal IT systems of our company, this website complies with the following laws / regulations for the protection of the user's personal data:

1. EU data protection directive (DPD from 1995)
2. Regulation on general data protection in the EU (2018 GDPR)

Personal data that is collected on this website and why we collect it

This website collects and uses personal information for the following reasons:

Billing / financial information

When you purchase one of our services / products, we store in our database the information required for invoicing, such as name, address, e-mail address, telephone number, VAT ID, etc. We will contact you in cases where the payment of Services incurred, contact / products, invoice balances, recurring fees, offers on our products, etc. via email, SMS or phone. All data transmitted via email is protected by a TLS / SSL security protocol.

Website traffic monitoring

Like most websites, this website uses Google Analytics (GA) to keep track of user activity. We use this data to determine the number of visitors to our website in order to better understand how they find and use our websites. Although GA records data such as your geographic location, device, web browser, and operating system, none of this information identifies you. GA also records your computer's IP address by which you could be identified. However, Google does not grant access to it. We believe that Google is a third data processor that complies with the requirements of European legislation.

Contact forms and email links

If you contact us via a contact form or an e-mail link, none of the data you provide will be stored on our website or transferred or processed by a third-party data processor, as described in the section "Our third-party data processors" ». Instead, this data is sent to us via an SMTP protocol (Simple Mail Transfer Protocol). Our SMTP servers are protected by a TLS / SSL security protocol. This means that email content is encrypted before it is sent over the Internet. The content of the email is decrypted by our local computers and devices.

Newsletter

If you sign up for the newsletter, the email address you provided will be forwarded to Mailchimp, which manages our email marketing services. Mailchimp is a third party data processor (see "Our Third Party Data Processors" below). Your email address is not stored in any of our databases. Your e-mail address will remain stored in the Mailchimp database as long as we continue to use our e-mail marketing services or until you expressly request that you be removed from the mailing list. You can do this by using the delete link that is included in all email newsletters we send you. As long as your e-mail address is stored in the Mailchimp database, you will receive regular e-mail newsletters from us about offers,

Customer satisfaction survey / loyalty program

The data that we collect on the website, once you have accepted the terms of use, can be used to participate in a customer satisfaction survey, in which you are asked about your website and the use of products / services, or in a customer loyalty program, where you get special discounts and offers our products and services under certain conditions.

Live chat

When communicating via live chat, we collect information such as name, e-mail address, IP address, date and time of communication and the text that was exchanged during this communication. This data is collected to better serve the customer and for security reasons.

Advertising campaigns

Third-party providers, including Google, can place our ads on websites. For this reason, cookies can be used to update, optimize and display advertisements based on a previous visit to our website as well as for remarketing. You can disable the use of cookies by Google by [this](#) click. You can also choose not to use such cookies by third parties by [this](#) click.

About cookies

What is a cookie?

The term "cookie" refers to a small data file consisting solely of a series of text information that the website transmits to the web browser on your computer's hard drive, either temporarily during your visit or sometimes for longer periods, depending on the type of cookies. Cookies perform different processes (e.g. differentiate you from visitors to other websites or store certain information such as your preferences) and are used by most websites to improve the user experience.

Each cookie is unique to your browser and contains anonymous information. A cookie usually contains the name of the cookie field, the lifetime of the cookie and a value (usually in the form of a randomly generated unique number).

Types of cookies

The basic types of cookies are described below

- **Session cookies**
These are temporary cookies that only remain in the cookie file of the browser of your device during your visit and are deleted when you close the browser.
- **Persistent cookies**
These remain in the cookie file of the browser of your device, even if the browser is closed, sometimes for a year or more (the exact length of stay depends on the lifespan of each cookie). Persistent cookies are used when the website administrator may need to know more than one visit about you (e.g. to remember your user name or your site's configuration settings).
- **First party cookies**
These are cookies that are installed in your browser and / or on the hard drive of your device by the website you are visiting. This includes assigning a unique ID to monitor the navigation of your site. Website builders often use first-party cookies to conduct visits and for identification purposes.
- **Third party cookies**
These are cookies that are used by third parties, e.g. B. on social networks to keep track of your visits to the various websites they promote. The website administrator has no control over these third-party cookies.

Cookies on this site and how to manage them

We use cookies on this website to improve your user experience. The website functionality will be significantly impaired if you deactivate the use of cookies or do not agree.

Read the following information about the third-party cookies we use on this website, including how to disable these cookies and how they affect the functionality of the website. If you need help managing certain types of cookies, e.g. B. To review or delete cookies, please visit: www.aboutcookies.org .

Google Analytics cookies

Google Analytics cookies are performance analysis / logging cookies that allow us to collect anonymous information about how visitors use our website. These cookies can give us information about how many visitors use the website, the time and duration of the visit and information about how visitors navigate the website. This information helps us to improve the way our website works. It is anonymous information and does not contain any personal information.

The information collected through our website by the Google Analytics cookies is transmitted in accordance with Google's data protection provisions and stored on Google's servers.

For more information on Google Analytics, see <https://support.google.com/analytics/answer/6004245>

You can disable the tracking of Google Analytics by [going to https://tools.google.com/dlpage/gaoptout?hl=en=GB](https://tools.google.com/dlpage/gaoptout?hl=en=GB)

If you have this you deactivate cookies, your activities will not be included in the statistics or used to improve the services provided by this website. The functionality of the website is not affected.

Video provider cookies

Video providers can place cookies on your device when you watch their video on our website.

If you deactivate these cookies, you may not be able to see the embedded videos on our website.

Social Network Cookies

Third-party social networks can place cookies on your device if you decide to share a website on our website with another third-party social network site by clicking on one of the "Share" buttons.

If you deactivate these cookies, you will not be able to share any of our content with third-party social networks.

Cloudflare cookies

DNS entries stored at Cloudflare enable us to establish a secure connection between the visitor and our servers and to avoid DDOS attacks. The cookies that were used to trust your device.

You can find more information at: <https://support.cloudflare.com/hc/en-us/articles/200170156-What-does-the-Cloudflare-cfduid-cookie-do->

Via the web server of this site

All internet traffic (file transfer) between this site and your browser is encrypted and transmitted over the HTTPS protocol using SSL (Secure Sockets Layer). In order to ensure the smooth and secure operation of our services, our servers record the IP address of the user and, in the event of failed connections, the user name in log files through security systems (firewalls, Ddos filters, HTTP filters, SQL injection filters, visit statistics, Cloudflare services) and backup. All of the above data is kept on our servers for a short period of time using modern security protocols so that it can only be accessed by authorized personnel and only in cases where malicious acts are avoided.

Third parties who process personal data

We use a number of third parties to process personal data for us (e.g. data center services, hosting services, backup services, payment gateways, shipping companies, marketing services, etc.). These third party personal data processors have been carefully selected to comply with the laws set out in this document.

Violations of the data

For all of your personal information stored in our database, all necessary measures are taken to be as secure as possible.

We will report all unlawful violations of our database or a database for processing third-party data to all relevant stakeholders and authorities within 72 hours of the violation if it is evident that the personal data stored in a recognizable form has been stolen.

Access to information

You have the right to access, correct or delete personal information stored in our database. For information on this and the restrictions, please contact us.

Data protection officer

You can contact the Data Protection Officer (DPO) of this website by using the email address on our contact page.