

Privacy Notice on Article 13 of Regulation (EU) 2016/679 for the processing of personal data of users / subscribers of the website

Dear User, the Company called as “**PHARMAQUA S.A.**” (hereinafter called as the “Company” or “Controller”), having its registered office at 28, Solomou str., 144 51, Metamorfosi, Athens, Greece, with tax registration number 800520646 and contact number +30 210 2811282, welcomes you at our Website (hereinafter called as the “**website**”) and invites you to read carefully the following privacy notice (hereinafter called as the “**notice**”), which is being issued in accordance with Article 13 of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter referred to as “GDPR”).

This document contains a record of the processing performed by the Data Controller, as specified above, through the website, while specifying that the information is solely for this website, therefore excluding any website to which you may be redirected.

1. Controller

The Controller is the Company, as defined above. This means that the Company determines the purposes and means of processing of your personal data, in accordance with the GDPR and the data protection legislation in general.

The Company has also appointed a Representative to whom you may come in contact with directly for the exercise of your rights and to obtain any information regarding the processing of your personal data at the following address:

Name: Konstantina Koloutsou

Email: k.koloutsou@pharmaqua.gr

Tel: +30 210 2811282

As substitute:

Name: Dimitrios Kokkoris

Email: d.kokkoris@pharmaqua.gr

Tel: +30 210 2826678

2. Sources of personal data collection

The Company collects your personal data directly from you and not from third parties. Your personal data is being provided in terms of your visit to the website and in particular by completing the contact form or pursuing contact with the Company through telephone and

e-mail. In order to serve the above purpose and to fulfill the service that you, as a user, have requested, it is deemed necessary to provide us with the following personal data, otherwise it will be impossible to provide the service.

3. Processing of personal data and legal bases

The following table lists the purposes of processing of personal data collected by the Company for the above mentioned purposes, the categories of the data collected, as well as the legal basis for such processing.

Purpose of Processing	Personal Data	Legal Basis of Processing (GDPR provisions)
1. Communication with the website users (through the contact form, telephone and e-mail).	Personal details (name, surname), contact details (phone number, e-mail) and data that user communicates to us.	Art.6 par.1 (f) - processing is necessary for the purposes of the legitimate interests pursued by the Company and in particular the corporate communication and the promotion of corporate purposes.

4. Security

The Company shall process your personal data in a manner that ensures its protection by taking all appropriate organizational and technical measures for data security and its protection against accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access and any other form of illicit processing.

5. Disclosure to third parties and recipients

For the purposes described in paragraph 3, your personal data may be available to outsourcing services providers or public authorities.

In certain cases, depending on the nature of the request we receive, it may be necessary for your personal data to be transferred to third countries. This transmission will be made in full compliance with the special provisions of GDPR and after taking appropriate organizational and technical measures to protect and secure your personal data.

6. Subjects' rights

This section presents your rights with respect to your personal data. These rights are subject to certain exceptions, reservations or limitations. Please submit your requests responsibly.

The Company will respond as soon as possible and in any case within one (1) month of receipt of the request. If the review of your request is going to take longer, you will receive relevant information. To exercise your rights, you can contact the Company's Representative through the following e-mail: k.koloutsou@pharmaqua.gr / d.kokkoris@pharmaqua.gr

The Company ensures the exercise of your rights:

6.1. The right to information

You have the right to request and receive clear, transparent and easily understandable information about how we process your personal data in accordance with the Company's policies and procedures.

6.2. The right to access

You have the right to access your personal data free of charge, in accordance with the relevant policies and procedures of the Company, with the exception of the following cases where there may be a reasonable charge to cover the administrative expenses of the Company:

- manifestly unreasonable or excessive / repeated requests, or
- additional copies of the same information.

6.3. The right to rectification

You have the right to ask for your personal data to be corrected if it is inaccurate or incomplete, in accordance with the relevant policies and procedures of the Company.

6.4. The right to erasure («to be forgotten»)

You have the right to request the deletion or removal of your personal data when it is no longer necessary for the purposes collected or there is no legitimate reason to continue processing it in accordance with the Company's policies and procedures. The right of deletion is not absolute, to the extent that there is a particular legal obligation or other legitimate reason for the retention of your personal data by the Company.

6.5. The right to restriction of processing

In some cases, you have the right, in accordance with the relevant policies and procedures of the Company, to restrict or remove further processing of your personal data. In cases where processing has been restricted, your personal data remains stored, without further processing.

6.6. The right to data portability

You have the right to request your personal data, which you have provided us with in a structured, commonly used and machine readable format, and to transfer that data to another controller in accordance with the relevant policies and procedures of the Company.

6.7. The right to object

You have the right to oppose, at any time and for reasons related to your particular situation, to the processing of your personal data based on Article 6 (1) (f) of the GDPR (processing for reasons of lawful interest of the Company), on the basis of that provision. In such a case, the Company as controller will no longer submit the personal data unless it demonstrates imperative and legitimate reasons for processing that override the interests, rights and freedoms of the subject, or the filing, exercise or support legal claims.

6.8. Rights on automated decision-making mechanisms

The Company does not make automated individual decision-making, including profiling.

7.9. How to exercise the right

The exercise of the aforementioned rights takes place with the submission of a written application to the Company in accordance with its policies and procedures. The Company reserves the right to reply no later than one month after receiving the request, in accordance with the terms of the GDPR.

7. Retention period for personal data

For each category of personal data, the Company determines the retention period in accordance with the provisions of the law and its policies and procedures. Specifically, for the intended purpose of processing, the Company will retain your personal data for a period of one (1) year from the settlement of the request or communication.

8. Contact of the Data Protection Authority

For further information and advice on your rights or to submit a complaint, you may contact the Greek Data Protection Authority:

Address: 1-3, Kifisias Avenue, P.C. 115 23, Athens.

Telephone: +30-210 6475600

Fax: +30-210 6475628

E-mail: contact@dpa.gr

9. Amendments of the present Notice

We aim to review and keep up-to-date the present Notice in order to comply with privacy laws and new developments. Any updates to this Notice will be communicated to you immediately.