

PERSONAL DATA PROCESSING PROTECTION POLICY

This personal data processing protection policy is about all the content and information you import when using the ADR4ALL app, how that information is being handled and your rights over this data & information. We hope that you take some time to read our personal data processing protection policy below and we encourage you to contact us at dpo@adrpoint.gr for any questions you may have.

This personal data processing protection policy is compliant to the General Data Protection Regulation (GDPR) 2016/679 of the European Union. In this policy we describe what data & information we collect from you, where it is stored, how we use it and your rights over that information. The data collected is used exclusively for providing to you submission & dispute resolution services.

SECTION I: THE INFORMATION YOU PROVIDE TO US

When you use ADR4ALL, you provide us with information you use to complete the submission process of a consumer dispute. This information includes the contact details of the trader, your personal details (name, address, email, phone number), details about the dispute and files you may have uploaded and are related to the dispute. As a user you are solely responsible that the information you provide is true, accurate and complete.

SECTION II: HOW WE USE YOUR INFORMATION AND DATA

We will use the information you provide to us through the ADR4ALL app, to communicate with you about your use of the ADR4AL app and the dispute resolution process, to communicate with the trader, to inform you about the status of your case, to facilitate the completion of payment of the services of the ADR entity handling your case (if required) and for any services related to the submission process and the effort to resolve your dispute. The information you submit will always remain confidential and will only be shared with the system administrator who will process your case, the mediator appointed to your case and any third parties, where necessary in order to provide submission and dispute resolution services. No information submitted by you will be made available publicly or to any other user of the app. Any documents that you may upload during the submission process, are accessed by the system administrator, the appointed mediator and any third parties, where necessary in order to provide submission and dispute resolution services. All the information you provide and the documents you upload during the submission process will be retained for a period of five years from the completion, irrespective of how it will be completed, of the case you have submitted. The above period may be extended, (a) if so requested by any judicial or other public authority; (b) if there are legitimate reasons for retaining further the above data; and (c) for statistical reasons, but without any relation to you as natural person, since data is subject to pseudonymization. In case you choose to interrupt the submission process before submitting the case, no information or uploaded files are saved. Your information will never be used for marketing and promotional purposes.

SECTION III: YOUR RIGHTS

Right of access

You have the right to obtain from the controller confirmation as to whether or not personal data concerning the data subject are being processed, and, where that is the case, access to the personal data, as provided for and described in the European Regulation 2016/679.

Right of rectification

You have the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her. Taking into account the purposes of the processing, the data subject shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement, as provided for and described in the European Regulation 2016/679.

Right to erasure («right to be forgotten»)

You have the right to obtain from the controller the erasure of personal data concerning him

or her without undue delay and the controller shall have the obligation to erase personal data without undue delay, as provided for and described in the European Regulation 2016/679.

Right to restriction of processing

You have the right to obtain from the controller restriction of processing, as provided for and described in the European Regulation 2016/679.

Right to data portability

You have the right to receive the personal data concerning you, which you have provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, as provided for and described in the European Regulation 2016/679.

Right to object

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you, as provided for and described in the European Regulation 2016/679.