

## **PERSONAL DATA PROTECTION POLICY**

The Company "PCR GREECE P.A .", (hereinafter referred to as the "Company) respects the privacy of natural persons and attaches great importance to the need of protecting their personal data.

This text provides concise and transparent information to any person interested in receiving information about booking services from specific accredited laboratories and to any user/visitor of the company websites about the practices followed for the handling and protection of personal data.

What is the purpose of this policy ?

This Policy provides information about the way the Company collects, stores, uses and transmits the personal data of its customers, the security measures that the Company takes to protect personal data, the reasons and the time period for which they are stored, but also the type of personal data collected. It applies to any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. The Company reserves the right to unilaterally update, modify, expand, revise its services and this Policy, at regular intervals, without prior notice, always in accordance with the applicable laws and regulations and any amendments in the legislation on personal data protection. The Company invites the interested parties to regularly read the Policy in order to stay informed about changes.

What is personal data?

Personal data is any information that relates to an identified or identifiable natural person, who can be identified (e.g. by reference to an identifier such as a name, an identification number, location data, etc). Any data specific to the health of a natural person (physical or mental health, medical treatment, etc.) fall under the generic term personal data but they are a special category of data. The Company will not process your personal data without your consent. However, in some exceptional cases, the Company reserves the right to process your personal information as required or authorized by law and/ or any court rulings or prosecutor's orders/ instructions.

How are personal data collected ?

a) you provide your data when the Company offers its services to you or any other person you assist, when you address the Company in order to receive booking information services yourselves or in assisting another person, when you apply for a job with us, when you fill out electronic forms or send e-mails in order to receive information or use the services available on the following company websites [www.pcrgreece.com](http://www.pcrgreece.com)

(b) automatically through the browser or the mobile device you use when accessing the website.

(c) a third party working with us provides the information with your consent (e.g. laboratory).

When you register with the services provided by the above website, you will be asked to fill in some fields and maybe select a user name and password. When your consent is needed for the collection of your personal data, for instance in order to book a test , you will be explicitly asked to give it and you will have the right to withdraw it at any time.

In a nutshell, the personal data we collect and further process are:

- your name, your address and your contact details in general (including e-mail address and phone number) or those of your relatives,  
-information you provide for our payment, for example bank card details
- any other information we obtain when we use our website and digital platform to inform you about the following services that the Company makes available through its website and/ or when you register for one or several of these services, i.e.:
  - when we send you e-mails or standard mail with announcements/news.
- when you ask questions about booking on line services. Apart from the above data that you provide to the Group, we may also collect technical information which is construed as personal data, such as the IP address (“Internet Protocol address”) of your machine (e.g. desktop, laptop, tablet, smartphone). This technical information is used to ensure the smooth operation and performance of the websites and electronic services and is not permanently stored by the Group.

What are the guidelines-principles PCR Greece is following when processing personal data , who collects the data and for what purpose?

The Company processes your personal data in a fair and lawful manner and for clearly defined purposes, which are explained in this Policy. The personal data that the Company processes are only those strictly needed to achieve its purposes, they are accurate and up-to-date, .they are kept for the period of time dictated by the purpose of such processing, they are protected by adequate security measures and they are not transmitted to countries that do not provide an adequate level of protection.

Your personal data are collected and processed by the authorized staff in the various company departments, solely for the purposes of providing the various services. They are only transmitted to authorized third parties who are bound by obligations of confidentiality when required to have access to such data in the context of the services provided (e.g. authorized laboratories who conduct the pcr /rapid tests).

Your personal data may be transmitted to third parties (e.g. lab of your choice) .

The Company declares its commitment not to use your personal data for commercial purposes, i.e. sell/ rent by surrendering/ carrying /disclosing or communicating them to third parties or by using them in any other way or for any other purpose which could result in a risk to your privacy, your rights or freedoms, unless prescribed by law, court ruling/ order, administrative act or if it constitutes a contractual obligation which is necessary for the smooth operation of the Company's websites and the completion of their functions.

Personal data may be transmitted for further processing to partners or third parties who comply with the terms of this Policy and are bound by obligations of confidentiality and who act on behalf of the Group in order to provide services, to evaluate and enhance the website's performance, and for marketing or other purposes related to data management and technical support, provided that the user has been informed in advance and has given his/her consent.

The above third parties are contractually bound with the company that they will use personal data only for the above purposes and will not transmit or communicate personal information to third parties, unless prescribed by law.

What is my data storage duration ?

We will store your personal data for as long as required to render a service you have requested. We may store data longer if required by law.

The Company considers the privacy of the persons whose personal data it processes, customers, staff or third parties, extremely important, and makes every effort to protect their confidentiality/ secrecy and their integrity (so that they are not altered, accidentally destroyed, etc.). In this context, the Company follows an Information Security Management System which complies with the best practices set out in the international standard ISO 27001.

The Company takes all the appropriate technical and organisational measures which were designed to protect against loss, misuse, unauthorized access, disclosure, alteration or destruction of information, and ensures the fair and lawful collection and processing of personal data, as well as their secure storage, in accordance with the relevant provisions of Greek, Community and international law regarding the protection of persons from the processing of their personal data, and the relevant decisions of the Hellenic Data Protection Authority, so as to ensure the secrecy and confidentiality of any information it acquires. In particular, this Policy takes into consideration the provisions and articles of Regulation (EU) 2016/679 of the European Parliament with regard to the processing of personal data and on the free movement of such data ("General Data Protection Regulation" – "GDPR") and does not cease to apply any possible means to comply with it.

Access to the contact details of the visitors/ users of the Company's websites is limited to authorized persons bound by confidentiality obligations (staff, service providers), who are reasonably required to know such data in order to supply their

products or services to the visitors/ users of the Website or in order to perform their tasks.

The Company staff and suppliers are expressly prohibited from using cameras or mobile phones for photography or video recording in the Company premises. Particularly for children data collection , the Company declares its commitment not to use the personal data of visitors/ users under the age of sixteen (16) years, without the prior consent of the person who has parental responsibility for the child (parent or guardian), by direct contact, offline or online.