

INFORMATION SHEET ON THE PERSONAL DATA PROCESSING OF ELECTRONIC PAYMENT SERVICE

The protection of natural persons from any personal data processing is of paramount importance for "Mytilineos S.A." (8 Artemidos Str. GR 151 25 Maroussi, Attica) (hereinafter referred to as the "**Company**"). Therefore, the collection and processing of personal data by the Company only in accordance with Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the "GDPR") and the generally applicable legislation. The Company allows the access of only authorized persons to those data and takes increased safety measures of those data to protect them from loss, erroneous handling, non-authorized access, modification or disclosure.

The electronic payment service of bills by Protergia customers is available for use on the Company's website www.protergia.gr. For this Service, the Company is the Data Controller and Worldline Merchant Acquiring Greece S.A. (Worldline) and EveryPay operate as independent controllers, in accordance with the GDPR.

1.1 Categories of personal data

The Company processes the following Personal Data (in the meaning of GDPR) of the Customer:

a) Payment Code (RF), b) email address (email) and c) payment amount

1.2 Purposes of data processing

The processing of Personal Data is done for the electronic payment by Protergia customers, through the Company's website, <https://www.protergia.gr>.

1.3 Legal basis for data processing

The processing of your Personal Data is required to fulfill the above purposes. Upon collection of Personal Data, the legal basis for processing them is as follows:

- (a) the processing is necessary for the execution of Agreement in which the data subject is a contracting party (Article 6(1)(b) of the GDPR)
- (b) in the event of legal or other disputes between the Company and third parties, whereby evidence is required for the Company's defense, the Company's best interests shall apply (Article 6 (1) (f) of the GDPR).

1.4 Addressees, transfers and data processors

Software and information systems companies contribute to the processing, in their capacity as **Processors**, which provide a) the technical infrastructure in the design of the website, b) the technical infrastructure of the interconnection of Information Systems, and c) the provision of the Customer Relationship Management "CRM" system software.

The companies Worldline and EveryPay act as **Independent Controller**, as cooperating companies for the collection of credit/debit/prepaid card payments exclusively performing the payment of bills through their corporate website. The screen where such details are entered is located within the environment of Worline/EveryPay systems and, therefore, data are collected directly by the aforementioned companies without the Company's intervention in the process. Consequently, Company does not collect nor store or in general process at any

stage in the payment process, the data that are necessary for payment execution (e.g. details of credit/debit/prepaid cards such as card number, expiration date, CVV2), nor is it anyhow involved in the execution of payment. Only the payment code (RF) as a reference point for updating the customer's tab is forwarded to Worldline/EveryPay.

1.5 Data Retention Period

The Company shall store your personal data for as long as is necessary to achieve the purposes described above, and for as long as the contractual as well as any other type of covenant relationship between the Company and the Customer is maintained, unless the applicable legislation stipulates or allows a longer time period.

2. Technical and organizational measures

The Company effectively implements, both at the time of determination of the means of processing and at the time of processing, appropriate technical and organizational measures such as pseudonymization, designed for the application of data protection principles, such as data minimisation, and the integration of the necessary safeguards into said processing so as to fulfill the requirements of the applicable legislation and protect the rights of said person. Access to the data is restricted to specific employees who are responsible for this processing and are bound by confidentiality clauses.

3. Rights of the data subject

Under the applicable legislation on personal data protection and provided the relevant legal conditions are met, you have the following rights:

3.1 Right of access

You have the right to be informed as to whether or not the Company processes your data, to have access to such data and obtain supplementary information in connection with such processing.

3.2 Right to rectification

You have the right to request that your personal data be updated, rectified or completed.

3.3 Right to erasure

You have the right to submit a request for the erasure of your personal data; such request shall be satisfied provided no other legal grounds for processing are in place (such as indicatively, obligation of personal data processing, laid down by the law).

3.4 Right to restriction of processing

You have the right to request the restriction of the processing of your personal data in the following cases: (a) when you contest the accuracy of your personal data, and pending verification of the accuracy of your data; (b) when you oppose the erasure of your personal data and you request the restriction of their use instead; (c) when your personal data are no longer needed for the purposes of the processing, but they are required by you for the establishment, exercise or defense of legal claims, and (d) when you have objected to the processing and pending verification that our legitimate grounds for processing override those for which you object to the processing.

3.5 Right to object to the processing

You have the right to object at any time to your personal data processing, when such objection is legally sustained (Article 6 (1) (e) or (f) of the GDPR). Your

objection shall be satisfied unless the Company demonstrates compelling and legitimate grounds for the processing.

3.6 Right to data portability

You have the right to receive, at no cost, your personal data in a structured, commonly used and machine-readable format or to request, if technically feasible, that we transmit such data directly to another controller.

3.7 Right to oppose automated decision-making.

You have the right to request that you be excluded from decision-making, which is based on automated processing, including profiling.

In case you wish to exercise one or more of your rights and for your convenience please use this [form](#).

4. Data Controller

The Data Controller is "MYTILINEOS S.A", with registered seat in Maroussi, at 8 Artemidos Street, Attica.

The Company provides support for all questions, comments, concerns or complaints relating to personal data protection. Should you wish to exercise any right in connection with the protection of your data, please contact the Personal Data Protection Officer by email at DPO@mytilineos.com or by post at:

MYTILINEOS S.A

Attention: DPO

8 Artemidos Street

GR- 15125, Maroussi

5. Right of recourse to the Authority

The Competent Authority is the Hellenic Authority of Personal Data Protection. You are entitled to take recourse to the Personal Data Protection Authority for issues pertaining to your personal data processing. You may exercise your rights within the Company prior to taking recourse to the competent Authority. With regard to the Authority's competence and the way to submit a complaint, you may visit its website (www.dpa.gr > My rights > Submission of complaint), where detailed information is available.