

Our Security and Privacy Policy

1. This privacy policy sets out how Adacom protects any information that you provide when you use this Website. Adacom is committed to ensuring that the privacy of our online visitors is protected. Should we ask you to provide certain information by which you can be identified when using this Website, then you can be assured that it will only be used in accordance with this policy.

2. Adacom may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 12.03.2012.

3. Whether you are a customer of our various products and services or a visitor to our site, we assure you that we do not collect personal information from you unless you provide it to us.

4. We collect information from online visitors who ask to be on our newsletter mailing list and/or receive periodic email announcements. Anyone who wishes can choose to be removed from our mailing list at any time and ask us to remove its contact information from our database (for contact details see s. 12 below). All online visitor data collected by Adacom.com is protected against unauthorized access.

5. In order to create an account two types of codes are used for your identification: Login (e-mail or username) and Personal Identification Security Code (password), which provide absolute security of your personal information each time you use them to access your account. You have the ability to modify your password and your username as often as you wish. The only person who has access to your information is you by using the above codes and you are solely responsible for their secrecy regarding unauthorized access or use by any third party. In case of loss or exposure you should immediately notify us otherwise we are not responsible for the use of a password by unauthorized persons. We recommend for safety reasons, to change your password regularly and avoid using the same and easily detectable codes. We recommend using a combination of letters, numbers and symbols to create a password.

6. If you are enrolling for a digital certificate ("D.C."), you may be asked to provide certain personal information. Please note, however, that we ask for this information

for the limited purpose of creating your D.C., providing the services that may be part of your D.C., and authenticating your identity in order to issue you a D.C. For certain products and services, we may require your name, address, telephone number, e-mail address, credit card number.,. Other products and services may require different or supplemental information from you in order to apply. For a detailed listing of the type of personal information requested for our various products, please refer to the enrollment page for the particular product or service. The exact information that appears in our different types of D.C.s is set forth in the relevant enrollment page. Generally this information is limited to e-mail address and name, but certain classes of D.C.s contain additional information. Please note that all information that you provide us that forms the content of a D.C. will be "published". Publication of D.C.s in an accessible location (a repository) is an integral part of enabling the widespread use of D.C.s. Your D.C. will be published in our repository so that a third party may access, review, and rely upon your D.C. You should have no expectation of privacy regarding the content of your Digital ID.

7. We receive and store any information you enter on our Website, or give us in any other way, including through email, telephone, or other communications with our customer service department. If you contact us for support, we may keep an internal record of what support was given.

8. We use information gathered about you from our Website (for example, your IP address or device operating system) to help diagnose problems with our server, and to administer our Website. We also gather broad demographic information from this data to help us improve our Website and make your browsing and purchasing experience more enjoyable. This is not linked to any personally identifiable information, except as necessary to prevent fraud or abuse on our system. When your Adacom.com account is cancelled (either voluntarily or involuntarily) all of your personally identifiable information is placed in "deactivated" status on our relevant Adacom.com databases. However, deactivation of your account does not mean your personally identifiable information has been deleted from our database entirely. We will retain and use your personally identifiable information as necessary in order to comply with our legal obligations, resolve disputes, or enforce our agreements. When a third party wants to rely on a Digital ID, it is important for the third party to know the status of the Digital ID (for example, whether it is valid, suspended (where available) or revoked). The third party may do this by accessing our repository and querying the status of the D.C. We do not generally delete D.C.s (and their content) from our on-

line repository because a third party might not then be able to check its status. You may, however, revoke (deactivate) your D.C.. A revoked D.C. will still appear in our repository with an indication that it has been revoked. If you are a D.C. subscriber and would like to have your D.C. revoked (deactivated) from our database, please visit our site at <https://ssl.adacom.com> or send us an email at ssl@adacom.com or at the address given below in [s.12](#).

9. Adacom does not provide or sell personal information about its customers or Website visitors to vendors that are not involved in the provision of D.C. and other services through our Website. In addition, online visitors who wish to purchase a D.C. through our Website using a credit card must provide their credit card holder's name, credit card number and verification number and expiration date. All credit card transactions occur over a secure connection. We don't keep your credit/debit card's information on our server at any time. We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, loss, misuse or alteration of the information under our control we have put in place suitable physical, electronic and managerial procedures and measures to safeguard and secure the information we collect online. The completion of your order, you will be linked from our web pages to customized screens on our secure server. In order to try to minimize this risk, we encrypt all information that you submit in ordering one of our products or services using the Secure Sockets Layer (SSL) protocol. Your information is encrypted during its trip across the Internet to prohibit viewing by a third party.

10. We may at times provide information about you to third parties to provide various services on our behalf, such as processing credit card payments, conducting contests or surveys. We will only share information about you that is necessary for the third party to provide the requested service. These companies are prohibited from retaining, sharing, storing or using your personally identifiable information for any secondary purposes. In the event that we use third party advertising companies to serve ads on our behalf, these companies may employ cookies and action tags (also known as single pixel gift or web beacons) to measure advertising effectiveness. Any information that these third parties collect via cookies and action tags is completely anonymous.

11. Adacom complies with the Greek and EU legislation regarding the collection, use, and retention of data from the European Union.

12. We have the following options for accessing, changing and modifying your account information, contact preferences or any other personal information.

- You may send an email to: ssl@adacom.com
- You may visit your online account by accessing it with your username and password
- You may send mail to Adacom at the following postal address: 25 Kreontos str., 104 42 Athens-Greece.
- You may call us at: +30-2105193740
- You may fax us at: +30-2105193555

We will promptly correct any information found to be incorrect. We will respond to your request for access to modify or delete your information within thirty (30) days.

If you need to update or correct information contained in a D.C. you will need to revoke your D.C. and obtain a new one because we digitally sign each subscriber's D.C. as a part of the D.C. issuance process. If we were to subsequently modify or remove any information listed in a D.C., our digital signature would not verify the D.C.'s new content. Furthermore, if a subscriber (sender) then digitally signed a message with his or her private key, a third party would not be able to properly verify the sender's signature (created using the sender's private key) because the sender's D.C. would have been altered after the key pair's creation.

13. This Website uses cookies to monitor browsing preferences. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular Website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Our Website uses cookies to keep track of your shopping cart and receipts. The cookies are linked to your customer number, which is associated with the information in your account. We also use traffic log cookies to identify which pages are being used according to the Google Analytics' terms of use that you may read in the following link <http://www.google.com/analytics/tos.html>. This helps us analyze data about webpage traffic and improve our Website in order to tailor it to customer needs. Overall, cookies help us provide you with a better Website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us

access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the Website.

14. Our Website may contain links to other Websites of interest. However, once you have used these links to leave our Website, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such Websites and such Websites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the Website in question.

15. If you are visiting this Website from a country other than the country in which our servers are located, your communications with us may result in the transfer of information across international boundaries. By visiting this Website and communicating electronically with us, you consent to such transfers.