

PRIVACY STATEMENT

FOR THE PROTECTION OF PERSONAL DATA & GENERAL INFORMATION

1. INTRODUCTION

ADACOM mission is to enable security online while preserving business continuity. Among the most important aspects of our mission is our commitment to always keep you updated on the personal data we collect about you and the way we use and protect them.

2. DATA COLLECTION

In Adacom we know of, and we are extremely thorough, regarding our subscriber's and other web site visitors' interest in the protection of their personal data. If you are either one of our customers as to any of our products or services, or a visitor of our website, we assure you that we do not collect your personal information, unless you provide us with it on your own initiative, when filling in the relevant application form. This information may include:

- Contact details, such as name, mailing address, email address and phone number;
- Information included in the CV you submitted in our online application form.
- Shipping and billing information, including credit card and payment information.
- Information you provide to us to receive technical assistance or during customer service interactions

In case you apply for a Digital Certificate:

As a Trust Service Provider, Adacom SA required personal information, in order to issue your digital certificates. This information may include your name, email address, physical address, phone number, credit card information and/or post code or other personal information. In order for you to be informed on all personal information we may ask you for all our different types of Trust Services, please refer to our Certificate Practice Statement (CPS) at: <https://pki.adacom.com/cps>

3. PURPOSE AND USE OF PERSONAL DATA

Your information, whether public or private, will not be sold, exchanged, transferred outside of our company and its subsidiaries, or given to any other company for any reason without your consent and will not be used for any other than the purposes specified below:

- Process applications for Adacom products and services
- Process your purchase order
- Provide you with technical and customer support
- Issue, revoke and process of digital certificates according to our CPS
- Verify your identity and entitlement to products or services according to our CPS

- Create and manage your Adacom Account when you purchase from our e-shop
- Subscribe you to a newsletter,
- Solicit your opinion or feedback
- Evaluate your CV and communicate with you, when you send us your CV via email or apply for a job via our online application form
- Allow interoperability within our applications
- Enforce our legal rights or comply with legal requirements.

Marketing

In addition to the purposes described above, we may, in compliance with applicable consent requirements, use your information to contact you for marketing purposes. We may contact you by email, phone or mail. You can always opt out at any time by unsubscribing from marketing activities.

Statistical Purposes

If you do not want us to use your Information in this way, you can simply choose not to give your permission on the webpages and/or forms with which we collect your information.

4. COOKIES

We may also collect information about you automatically when you visit our websites by using cookies. 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 analyze web traffic or lets you know when you visit a particular site. 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.

For more information about cookies, including how you may opt out please refer to our [Cookie Policy](#).

5. DATA RETENTION

We will retain your personal information for a period of seven (7) years, unless a longer retention period is required or permitted by law

Regarding personal data we obtain from you when you apply for a position in our Company, will be retained for a period of twelve (12) months.

During Penetration tests personal data might be processed and will be erased upon completion of the project.

In case of a Digital Certificate:

As obliged by the eIDAS regulation for Qualified Trust Service Providers we will retain your personal information for a period of seven (7) years from the date that the digital certificate was expired or revoked.

6. DATA SUBJECT RIGHTS

Adacom makes it easy for you to manage your personal data and exercise your rights, in compliance with the applicable national and European legislation.

You may submit a request, by sending us an email to dpo@adacom.com or mailing Adacom at the address listed in that Statement, in order to:

- Confirm whether any of your personal information is held, have access to it or verify its accuracy
- Correct and update your record with personal data, in case it is inaccurate
- Erase data or cease processing provided that there are no legitimate grounds for retaining it. .

Your requests are subject to Adacom satisfaction regarding the authenticity of the request, within 30 days after validating your request. If for some reason we deny to satisfy your request we will provide you detailed explanations.

7. LEGAL DISCLOSURES

We may disclose information when required by law or when disclosure is necessary to protect Adacom's rights and/or comply with a judicial proceeding, court order, regulatory obligation, bankruptcy proceedings, or similar legal process.

8. SECURITY

Adacom implements all the appropriate technical and organizational measures in order to ensure the protection of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. We store the personal information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. In order to reduce such risk as much as possible, we encrypt all the data you submit when ordering our products or services, using the Secure Sockets Layer (SSL) Protocol. At the same time, the security procedures are audited on an annual basis by an internationally recognized auditing firm.

9. LINK TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, 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 sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

10. CHILDREN'S PRIVACY

Adacom is committed to protecting the privacy of children. Our site is not directed to, nor do we knowingly collect information from children under the age of 18 years old. In the event that we find out that we have collected personal information from a child without verified parental consent, we will delete that information as quickly as possible.

11. COMPLIANCE WITH DATA PROTECTION LAWS

Adacom declares to fully respect all rights and obligations established and laid out in the Greek and European Legislation regarding the personal data protection and operates within the limits of:

- All the relevant Data Protection and Privacy Laws, as well as any other regulatory requirement is subject to,
- Any guidance or statutory code of practice issued by Data Protection Authority
- The provisions of Adacom CPS
- The provisions of this Privacy Statement

12. CHANGES TO THIS PRIVACY POLICY

Adacom may modify its privacy policy and related practices at any time. We encourage you to periodically review this page for the latest information on our privacy practices. This policy shall be effective from May 18th, 2018.

13. CONTACT DETAILS

We have the following options if you wish to contact us, submit a complaint or manage your account information:

- You may send mail to Adacom at the following postal address: 25 Kreontos str., 104 42 Athens-Greece.
- You may call us at: +30-21051937923
- You may fax us at: +30-2105193555
- You may send email to: dpo@adacom.com