**PRIVACY POLICY**

The Website <https://www.fragoulopoulos.gr/>, hereinafter the "Website," is managed by the Company named "**D FRAGKOULOPOULOS S.A.**" (21st Kilometer Marathon Avenue, No. 0, P.C. 19009, Rafina), hereinafter the "Company," which acts as the Data Controller for personal data.

The Company treats the protection of your privacy and personal data with particular seriousness and has taken all necessary measures to ensure the security and confidentiality of information concerning visitors/users of the Website.

Please read this Privacy Policy carefully to be informed about the information collected from you when you visit or use our web services, information posted on this website, the use of such information, and your rights.

This Policy serves as notification to data subjects under Articles 13-14 of the EU General Data Protection Regulation 679/2016 (GDPR) and Law 4624/2019 (Greek Official Gazette A’137/29.08.2019) regarding the personal data the Company collects via its Website.

**WHAT INFORMATION DOES OUR WEBSITE COLLECT**

Our Website is primarily informational regarding our activities and the services provided. Therefore, simple browsing of our Website does not require visitors to provide/enter personal data unless they wish to use the provided services.

**INFORMATION COLLECTED VIA COOKIES**

**WHAT ARE COOKIES**

Cookies are small files containing information that a website saves on a user's or visitor's computer. Each time the user connects to the website, it retrieves said information and offers related services. An example is user preferences, as defined by choices made on the website (e.g. language preferences). This saved information may be transmitted to our servers or those of associated third parties during subsequent visits.

Our Website uses cookies to improve its operation and analyze how visitors use our site.

We use a cookie management tool that informs you of the cookies being used and, when certain cookies are not essential for browsing, gives you the option to accept their use.

Cookies may be viewed and managed via your web browser (note: mobile browsers may not provide such visibility). Here are resources for managing cookies in popular browsers: ([Microsoft Edge](https://support.microsoft.com/el-gr/microsoft-edge/διαγραφή-cookies-από-τον-microsoft-edge-63947406-40ac-c3b8-57b9-2a946a29ae09), [Internet Explorer](https://support.microsoft.com/el-gr/help/278835/how-to-delete-cookie-files-in-internet-explorer), [Mozilla Firefox](https://support.mozilla.org/el/kb/energopoihsh-apenergopoihsh-cookies-parakoloy8hsh-protimhsewn), [Google Chrome](https://support.google.com/chrome/answer/95647?hl=el), [Safari](https://support.apple.com/el-gr/HT201265), [Opera](http://www.opera.com/help/tutorials/security/privacy/))

**INFORMATION YOU PROVIDE DIRECTLY**

We collect the following contact details to communicate with you regarding your requests.

Contact Form:

* First Name
* Surname
* Phone Number
* Email
* Comments (free text)

We collect the following information so that our representative can contact you regarding your request for cooperation.

Become a Partner Form (Join Us):

* First Name
* Last Name
* Phone Number
* Email

We collect the following information in order to contact you regarding the resume (CV) you submitted.

Career Opportunities Form:

* First Name
* Last Name
* Phone Number
* Email
* Resume upload field
* Comments (free text)

Because free text fields are used, please keep comments polite and non-offensive. Comments with racist/offensive content will be deleted immediately and irreversibly.

Forms must be submitted by the person concerned or their validly authorized representative.

**COLLECTION OF EMAIL ADDRESSES FOR NEWSLETTERS**

If visitors/users wish to receive newsletters, they are invited to fill in their details in the corresponding website section. The following details are collected:

* Email address

The Company collects and processes the above data for direct commercial promotion of products or services, discount announcements, and company news. For business customers (B2B), a separate website exists (<https://b2b.fragoulopoulos.gr/login-page/>); personal accounts (username/password) may be created for faster price access, according to privacy and minimum data principles.

**DATA PROCESSORS**

Your personal data are processed only by authorized Company employees. The Company may also use other parties (processors) who are contractually bound to process only as instructed and by law. If data needs to be transferred to processors outside the EU, the Company follows applicable GDPR rules to ensure processing is legal and based on your consent. All necessary measures are taken to safeguard your data according to legal requirements.

**CONSENT**

Where processing is based on consent, a record of that consent, including all relevant details, is kept proving its granting and facilitates withdrawal. Consent is given for specific, distinct, and previously communicated purposes.

You may withdraw consent at any time as detailed in "**Your Rights section**" Withdrawal does not affect lawful processing that occurred prior to withdrawal.

**INFORMATION RETENTION PERIOD**

The Company will retain personal data collected via the Website for the minimum period required to fulfill the purposes listed and comply with legal obligations.

If you withdraw your consent, data will be deleted unless retention is required by law or for the defense/exercise of legal claims.

* Data from cookies is retained as indicated in the cookie management tool.
* Data from newsletter registration is retained for six (6) months from the last newsletter sent unless otherwise required by law. You may unsubscribe easily by clicking the unsubscribe link at the bottom of the newsletters.
* Data from the Contact Form and Become a Partner Form is retained for a maximum of two (2) years.
* Data from the Career Opportunities Form is retained for six (6) months from the last communication.

Data can be deleted earlier if requested, provided legal retention requirements do not apply.

The Company commits to securely destroying your data once retention periods have expired or upon deletion request.

**INFORMATION SECURITY**

Personal data security is an absolute commitment. To achieve this, all technical and organizational measures appropriate for the processing purposes are implemented and periodically reviewed, such as:

* SSL (Secure Sockets Layer) Protocol: The Website uses SSL, the global internet standard for website authentication to users and encryption between users and web servers. SSL ensures all information transmitted between client and server software is encrypted, protecting personal data during transfer. It also automatically verifies data integrity during transmission.
* Personal data collected through forms is transmitted encrypted and stored either in Company email or specialized Website software keeping a history of communications. Only Company personnel process it, and it is not transmitted to third parties.

**YOUR RIGHTS**

You may exercise, as applicable, the following rights:

* Right of access/information (to know whether your data is processed, what data, for what purpose, and recipients).
* Right to rectification (correct any inaccuracies or incomplete data).
* Right to erasure ("right to be forgotten") (deletion of data if processing is no longer necessary, unless required for legal obligations or defense of legal interests).
* Right to restriction (in case the accuracy of your data is contested).
* Right to portability (receive data or have it transmitted in structured, commonly used format).
* Right to object (object to processing under certain conditions).
* Right to withdraw consent for processing at any time, without affecting prior lawful processing.
* Right to be informed of any unwanted or malicious activity in Company data systems that may result in unauthorized access to your personal data.

The Company does not use automated decision-making or profiling methods.

The Company will make every reasonable effort to respond to any such request within 30 days of receipt. For complex requests or those involving a large volume of information, if it cannot be satisfied within 30 days, the Company will provide written notice of delay and attempt to fulfill the request as soon as possible, and in any case within two further months.

The Company reserves the right not to fulfill a request deemed manifestly unfounded or excessive and will inform you of the reasons.

In any case, you have the right to file a complaint with the Hellenic Data Protection Authority ([www.dpa.gr](http://www.dpa.gr)). Call Center: +30 210 6475600, Fax: +30 210 6475628, Email: [contact@dpa.gr](mailto:contact@dpa.gr)

**CONTACT**

For any questions regarding this Policy or the Company’s privacy-related activities, or to exercise your rights, contact: [privacy@fragoulopoulos.gr](mailto:privacy@fragoulopoulos.gr)

**CHANGES TO THIS POLICY**

The Company reserves the right to modify this Policy, always in accordance with applicable privacy and data protection laws. Visitors should periodically read this Policy to stay informed about changes. The Company commits to updating visitors/users about changes as required under the GDPR.

Date of last modification: 01/08/2025

Version 1.0