

PRIVACY NOTICE REGARDING THE PROCESSING OF PERSONAL DATA OF DATA SUBJECTS

1. INTRODUCTION

1.1 In order to provide you the best possible service in a pleasant and friendly environment and especially for the purposes of managing/investigating consumers' feedback/grievances/complaints/questions, **PREMIER CAPITAL HELLAS SINGLE MEMBER SOCIETE ANONYME- Establishment, Exploitation and Operation of Restaurants**, with the distinctive title "PREMIER CAPITAL HELLAS Single Member S.A." (hereinafter the "Company" or "PREMIER CAPITAL HELLAS Single Member S.A.") with Commercial Registry no. 001246501000 which operates from its headquarters at 9 Kleisouras str., 14452, Metamorfofi, Athens, Greece, will collect and use your personal data in electronic form and/or in hard copy.

1.2 This privacy notice aims to provide you with information regarding the way in which the Company manages your personal data and on the rights you have as data subject.

2. LEGAL BASIS FOR THE PROCESSING

2.1 The processing of your personal data is based either on your consent or on the Company's legitimate interests in investigating consumers' complaints. To the extent that the processing is based solely on your consent, you have the right to withdraw it at any time. However, in such case, we will not be able to evaluate your feedback as well as investigate any issues submitted by you for our consideration.

3. DATA CONTROLLER

3.1 For the purposes of this processing, PREMIER CAPITAL HELLAS Single Member S.A. is the Data Controller within the meaning of the law.

4. CATEGORIES OF PERSONAL DATA AND WAY OF PROCESSING

4.1 The personal data that may be collected by the Company include the information provided in the Feedback Forms and in the Complaint Forms which are available in restaurants, your contact details and any other personal information you make available to us when you communicate with us.

5. HOW WE USE YOUR PERSONAL DATA

5.1 Your personal data will be used by the Company for the purposes of recording and investigating your feedback/grievances/complaints/ questions and for notifying you for any update on the request you have submitted to us.

5.2 We will process only those personal data that are relevant and related to a specific processing purpose and we will always make efforts to restrict the use of your personal data to what is strictly necessary.

6. HOW WE SHARE YOUR PERSONAL DATA

6.1 Your personal data will only be accessible by the Company's authorized employees who are responsible for the management of the Company's consumers' complaints/feedback/grievances/questions.

6.2 For the purposes of our business activities, we may disclose your information to suppliers who provide us products/raw materials or services and to advisors, such as technical, legal, medical or insurance advisors, if this is required for the investigation and management of your matter. We forbid such recipients to make use of the aforementioned information or to disclose it for any purpose other than the provision of services on our behalf. For the purposes of maintaining the quality of our products, personal data regarding your matter/ complaint/question may also be required to be disclosed to other companies of the Premier Capital Group but always anonymously.

- 6.3 We may disclose, in exceptional circumstances, your personal information to third parties, including the competent police and prosecuting authorities, only if there is a statutory obligation to do so, or we are obliged by decision/order of a judicial authority.
- 7. TRANSFER OF YOUR PERSONAL DATA**
- 7.1 The personal data we collect are stored in secure storage sites and servers located within the European Union.
- 7.2 In the context of the processing described in this privacy notice, we assign the processing or disclose your personal data to third parties established in countries outside the European Union. As a consequence, your personal information may be processed by personnel doing business outside the European Union. Irrespective of the country in which your personal data are disclosed, we disclose your personal data only in those cases where there is a strict need to, and always subject to appropriate security safeguards (such as the Standard Contractual Clauses of the European Commission).
- 7.3 You have the right to request a copy of the above safeguards by contacting us at dataprivacy@gr.mcd.com.
- 8. PERSONAL DATA RETENTION PERIOD**
- 8.1 We will keep your personal data for as long as is strictly necessary for the purpose of their collection and in accordance with the relevant legislation. Your personal data we collect pursuant to this privacy notice will be retained until the final investigation and resolution of your matter, including the necessary statutory time period to satisfy any legal claims and/or proceed to any extra-judicial or judicial actions for ensuring the Company's legitimate interests.
- 8.2 Where your personal data are not necessary for the abovementioned purposes, they will be safely deleted from our systems.
- 9. DATA SUBJECTS RIGHTS**
- 9.1 Subject to applicable legislation, you have the right of access, that is, upon your request, to know whether or not your personal data are being processed and to obtain further information on this. In addition, you have the right to request the rectification of any inaccurate personal data. Also, if the requirements of the law are met, you have the right to erasure, the right to restriction of the processing, the right to data portability and the right to object to the processing.
- 9.2 You may also lodge a complaint with the Hellenic Data Protection Authority [through its web portal](#) by filling the respective online form depending on the type of complaint (Offices: 1-3 Kifissias Str., PC 115 23, Athens, Call Center: + 30-210 6475600).
- 9.3 You can exercise those rights by contacting at dataprivacy@gr.mcd.com. The Company will take every measure to respond to your request within 30 days of receipt. That period may be extended by two further months taking into account the complexity of the request and/or the number of requests. The Company will inform you of any such extension within one month of receipt of your request, together with the reasons for the delay.
- 9.4 If such a request places us in breach of our obligations under applicable laws, regulations or codes of practice of the Company or in case the provision of information would result in disclosing personal information of other individuals, then we may not be able to comply with your request, but you

always have the right to ask the restriction of the processing of your personal data.

10. SAFETY OF PERSONAL DATA

10.1 The Company applies measures and procedures to protect the integrity and security of all our information, including personal data we retain.

11. CONTACT US

11.1 The Company has appointed a Data Protection Officer (DPO) for ensuring the Company's compliance with the personal data protection legislation, whom you can reach at dataprivacy@gr.mcd.com in case of any questions or queries regarding the processing of personal data or if you wish to exercise any of the rights you have as data subject.