

Privacy Policy & GDPR Compliance

1. In General

- a. The use of our website and the services provided to the visitor on the site www.kcgtravel.gr owned by KCG Travel (Our Company), requires your agreement with the Privacy Policy of this site.
- b. Therefore, the visitor must carefully read the contents of this page before using the services of our website. If you do not agree, you must leave this website and not use any of its services or content.
- c. This privacy policy may change from time to time according the relevant legislation. We will not explicitly notify our customers or our site's users about these changes. Instead, we recommend you to occasionally visit this page for any changes to this privacy policy. The continued use of the www.kcgtravel.gr website even after any changes to the Privacy Policy implies the unconditional acceptance of these terms by you.

2. Privacy and Protection of personal data

- a. We collect and process your personal data only when it is absolutely necessary. We will never sell, rent, distribute, or publicize in any way your personal data. If you are under 16, you must have your parents' consent before using the services of this site.

3. Relevant legislation

- a. Along with our company's internal IT systems, this site is designed to comply with the following laws/regulations regarding the protection of user's personal data:
 - i. EU Data Protection Directive (DPD of year 1995)
 - ii. Regulation on general EU data protection (GDPR of year 2018)

4. What data do we collect?

- a. Our Company collects the following data:
 - i. Personal identification (Name, email address, email, phone number, etc.)
 - ii. Payment information
 - iii. Website Use and Contact (IP Address, Browsing Items for Statistics)
 - iv. Information about the reasons for contacting us: information regarding reasons of interest, requests for our services, including complaints and claims

5. How do we collect your data?

- a. You directly provide Our Company with most of the data collect:
 - i. When contacting us directly, through our call centre to request information
 - ii. During your visit to our website
 - iii. If you respond to our actions to promote or request information, e.g. by filling out an answer form or by entering your data online on our website via a contact or booking form
 - iv. If you provide personal data on behalf of a third party, you should ensure that the third party has previously become aware of this Policy. If you are

under 16, you should not provide us with any information for you unless you have the consent of the person in charge of your parenting. Please help us to keep your information up to date by informing us of any changes to your personal data

- v. Register online or place an order for any of our products or services
- vi. Voluntarily complete a customer survey or provide feedback on any of our message boards or via email
- vii. Use of view our website via your browser's cookies

6. How will we use you data?

- a. Our Company collects you data so that we can:
 - i. Process your order, manage you booking
 - ii. Email you with special offers on other products and services we think you might be interested in

7. How do we store your data?

- a. Our Company securely stores you data at KCG Travel, Lassi, Argostoli, Kefalonia, 28100. Your data is secured on password protected computers, with our systems using 2-factor authentication, the physical building its self has a security system in addition to CCTV.
- b. The personal data that we collect from you may be transferred to, and stored at, a destination both inside and/or outside the European Economic Area ("EEA"). It may also be processed by organisations operating inside and/or outside the EEA who work for us or for one of our suppliers. We put in place appropriate protections to make sure your personal data remains adequately protected and that it is treated in line with this policy.
- c. Our Company will keep your personal data for a period of 5 years. Once this time period has expired, we will delete your data.

8. Marketing

- a. Our Company would like to send you information about products and services of ours that we think you might like, as well as those of our partner companies.
- b. If you have agreed to receive marketing, you may always opt out at a later date.
- c. You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other member of Our Company Group.
- d. If you no longer wish to be contacted for marketing purposes, please do not hesitate to contact us.

Email us at: info@kcgservices.gr

9. What are you data protection rights?

- a. Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:
 - i. **The right to access**, you have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service
 - ii. **The right to rectification**, you have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to

request Our Company to complete the information you believe is incomplete

- iii. **The right to erasure**, you have the right to request that Our Company erase your personal data, under certain conditions
- iv. **The right to restrict processing**, you have the right to request that Our Company restrict the processing of your personal data, under certain conditions
- v. **The right to object to processing**, you have the right to object to Our Company's processing of your personal data, under certain conditions
- vi. **The right to data portability**, you have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions

- b. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please do not hesitate to contact us.

Email us at: info@kcgservices.gr

10. Website traffic monitoring

- a. Like most sites, our site uses Google Analytics (GA) to track user activity. We use this data to determine the number of our site visitors to better understand how they find and use our web pages.
- b. Although GA records data such as your geographic location, your device, your web browser, and your operating system, none of this information identify you to us. GA also records your computer's IP address, which could be used to identify you, but Google does not provide access to it. We believe that Google is a third data processor that is compliant with the requirements of European legislation.

11. Contact forms and e-mail links

- a. If you choose to contact us using a contact form or an email link, none of the data you provide will be stored to our site or transferred or processed by any third party data processor as defined below in the section "Our third-party data processors".
- b. Instead, this data will be sent to us via an SMTP protocol (Simple Mail Transfer Protocol). Our SMTP servers are protected by a TLS security protocol (also known as SSL), meaning that email content is encrypted before being sent over the Internet.

12. About Cookies: What is a cookie?

- a. The term "cookie" refers to a small data file consisting solely of a set of text information that the site transmits to the web browser on your computer's hard disk, either temporarily throughout your visit, or sometimes for longer periods, depending on the type of cookie. Cookies perform different operations (for example, you are distinguished from other site's visitors or remember certain info for you like your preferences) and are used by most websites to improve your user experience.
- b. Each cookie is unique to your browser and contains some anonymous information. A cookie typically contains the name of the cookie field, the cookie's lifetime, and a value (usually in the form of a randomly generated unique number).

13. Types of cookies

- a. The basic types of cookies are described below
 - i. Session cookies, these are temporary cookies that remain in the cookie file of your device's browser only during your visit and are deleted when you close the browser.
 - ii. Persistent cookies, these remain in the cookie file of your device's browser even after the browser closes, sometimes for one year or more (the exact length of stay depends on the lifetime of each cookie).
 - iii. Permanent cookies, are used when the site administrator may need to know who you are for more than one visit (e.g., to remember your username or your site configuration preferences).
 - iv. First-party cookies, these are cookies installed on your browser and/or hard drive of your device from the site you are visiting. This includes assigning a unique ID to you, in order to monitor your site navigation. Site creators often use first-party cookies to handle visits and for identification purposes.
 - v. Third-party cookies, these are cookies used by third parties, such as social networks to track your visits to the various sites they advertise. The site administrator has no control over these third-party cookies.

14. Cookies on this site and how to manage them

- a. On this site, we use cookies to improve your user experience. Site functionality will be significantly affected if you disable or disagree with the use of cookies.
- b. See the following information about the third-party cookies we use on this site, including how to disable them and the effect of disabling on the site's functionality. If you need any help on how to manage certain types of cookies, including how to check or delete them, please visit www.aboutcookies.org.

15. Google Analytics cookies

- a. Google Analytics cookies are performance analytics/logging cookies that allow us to collect anonymous information about how visitors use our site. These cookies can inform us on how many visitors use the site, the visit's time and duration, and also provide information on how visitors navigate across the site. This information helps us improve the way our site works. They are anonymous information and do not contain personal information.
- b. The information collected by the Google Analytics cookies about our site is transferred and stored on Google's servers in accordance with Google's privacy policy. For more information on Google Analytics, please visit <https://support.google.com/analytics/answer/6004245>
- c. You can disable Google Analytics tracking by visiting <https://tools.google.com/dlpage/gaoptout?hl=en-GB>
- d. If you disable these cookies, your activity will not be counted or used in the statistics we collect to improve the services we provide through this site. Website functionality will not be affected.

16. Video provider's cookies

- a. Video providers can place cookies on your device if you watch their video on our site.
- b. If you disable these cookies you may not be able to see the embedded videos on our site.

17. Social Networks cookies

- a. Third-party social networks can place cookies on your device if you choose to share a web page of our site with another third-party Social Network site, by clicking on one of the “share” buttons.
- b. If you disable these cookies, you will not be able to share any of our content with third-party social networks.

18. About this site’s web server

- a. All web traffic (file transfer) between this site and your browser is encrypted and transferred via the HTTPS protocol using Secure Sockets Layer (SSL).

19. Third-party personal data processors

- a. We use a number of third parties to process personal data for us. These Third-party personal data processors have been carefully selected to comply with the legislation mentioned in this document.

20. Privacy policies of other websites

- a. Our Company’s website contains links to other websites. Our privacy policy applies only to our website.

21. Changes to our privacy policy

- a. Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 27 July 2023.

22. How to contact us

- a. If you have any questions about Our Company’s privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@kcgservices.gr

23. How to contact the appropriate authority

- a. Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Hellenic Data Protection Authority (<https://www.dpa.gr/en>).

Email: complaints@dpa.gr

Address: Hellenic Data Protection Authority, Kifissias 1-3, PC 115 23, Athens, Greece

24. Data breaches

- a. For any of your personal information stored in our database, all necessary action will be taken to be secure as possible.

- b. We will report any unlawful violation of our database or any third party data processing database to all relevant stakeholders as well as authorities within 72 hours of the violation, if it is obvious that the personal data stored in recognizable form, have been stolen.

