

## **Personal Data Privacy Protection Statement**

### **General information**

Internet privacy is vital to the future of businesses that operate across the Internet and the tools it offers them.

We have created as Mathios Refractories S.A. group of companies (hereinafter referred to as "the company") this text in order to present our strong commitment to the rights of individuals with regard to the data protection and privacy. The company will use or otherwise process your Personal Data for the purposes set forth in this Privacy Protection Statement. This Security and Privacy Protection Statement applies to the Personal Data provided to the company. The company will process the Personal Data provided only as defined in this Privacy Statement.

In the text you will find the necessary information in order to have a complete picture of how we handle information that can be used for the direct or indirect identification of an individual ("Personal Data").

On a general principle, the granting of any consent and the provision of any Personal Data hereunder is absolutely voluntary. In general, there is no harmful effect on you if you choose not to give your consent or provide your Personal Data. However, there are cases in which the company will not be able to take action unless it has specific Personal Data. For example, specific Personal Data are required to process your orders or to provide you with access to online offers or newsletters. In such cases, unfortunately, the company will not be able to provide you with what you would like without providing us your Personal Data.

### **Personal Data collection, processing, and protection - Data subject rights - data use by the company.**

The data controller of the group <http://mathios.com/homepage>, <https://baumarket.gr> is Mathios Refractories S.A., 5 Epidavrou St., 182 33, Agios Ioannis, Rentis. In the registration forms on the above web pages, the data controller may vary according to the purpose of the data collection, but in each case it appears in the privacy statement of the registration form. Contact us for any questions you may have about data collection by sending an e-mail to ([privacy@mathios.gr](mailto:privacy@mathios.gr) ). The company will carefully consider your question and discuss with you the best and fuller answer. You may also contact the person who ensures the company's compliance with the data protection rules at [dpo@mathios.gr](mailto:dpo@mathios.gr) .

**If you order goods or services from the company**, the company will use the Personal Data you entered in the order or registration form (usually your name, surname, address, telephone number, e-mail address, company name and address, TIN and Tax Office, job title and role, and your credit card number or bank details if

payment is made to the company electronically,) only to process your order or to provide the required goods or services. This may involve you in making some necessary steps before the order is placed, such as responding to our relevant queries, providing us with information like shipping and invoicing address. This data will be processed for the order or used for feedback and for better customer support.

This may also include chatting information that you will launch through the chat applications (viber, Whatsup, twitter, chat, etc.) on the company's website or other local company online features, communication forms, e-mails, or by phone. In this Privacy Statement, the term “goods and services” includes (access to) online services, offers, competitions, newsletters that may be related to marketing but essentially concern the completion of a transaction with the company.

As a company, we have to communicate on a regular basis by e-mail with the users who subscribe to our services. We may also contact you electronically or by phone to resolve customer inquiries and complaints or to investigate suspicious transactions.

We may use your e-mail address and the contact details you have given us to confirm the opening of an account, send you payment notifications, send you information about changes to our products and services, send you updates and other notifications according to the law, but also to inform you about new products and services as well as activities in which the company participates.

In general, users can not opt out of these communications, which are not exclusively marketing-related but are necessary and mandatory in the context of a business and professional relationship.

**Now with regard to communication types exclusively concerning marketing purposes** (e.g. e-mails, phone calls, etc.), the company

- (i) where legally required, the company will provide you with this information following an opt in
- (ii) will give you the opportunity to opt out if you do not want to receive additional marketing notifications from us. You may opt out at any time at <https://www.mathios.com/unsubscribe> .

Each of the following instances of use is a legitimate interest of the company in processing or using your Personal Data. If you do not agree to some of the instances of use of your Personal Data by the company, you may object to the processing as set out below. ([privacy@mathios.gr](mailto:privacy@mathios.gr) )

- **News on Company Products and Services.** According to your preference and consent, the company may use the name, e-mail address and postal address, telephone number, and an interactive profile based on previous

interactions with the company (previous purchases, participation in webinars, events, exhibitions, or the use of (internet) services and communications) to inform you on the latest product developments, special offers and other product information, the activities of the company (including marketing-related information sheets) as well as company events. In relation to these marketing activities, the company may provide a hashed user ID on social networks operated by third parties (such as Twitter, LinkedIn, Facebook, Instagram or Google, etc.), where this information is identical to social networking data so you can get more relevant information when it comes to relevant promotions.

- **Customer satisfaction record.** In the context of your existing relationship between the company and you, the company may inform you, where permitted in accordance with the local law, about its products and services (including online seminars, seminars or events) that are similar or related to products and services you have already purchased or used from the company. In addition, if you have attended an webinar, a company seminar or event, or if you purchased products or services from the company, the company may contact you for feedback regarding the improvement of these webinars, seminars, events, products or services.
- **User profile creation.** The company provides you with the option to use its online touchpoints, including forums, blogs and sites connected to the websites which require you to sign up and create a user profile. User profiles provide the option to display personal information about you to other users, including but not limited to the name, photo, social media accounts, postal address and e-mail address, or both, your phone number, personal interests, skills and basic information about your company. These profiles may relate to a company's individual online offer; they may also allow you to access other company's online offers. However, it is always your own choice which of these additional online offers you will use and your Personal Data are only promoted to those to which you will eventually gain access. Please note that without your consent to the company, for the creation of the user profiles, the company will not be able to offer these services to you in the cases where your consent is a legitimate requirement for the company to provide such services to you.
- **Event profile development.** By signing up for a company event, exhibition, seminar or online seminar, the company may share key participant information (your name, company and e-mail address) with other participants in the same event, seminar or webinar for communication purposes and the exchange of ideas.

- **Questionnaires and surveys.** The company may invite you to participate in questionnaires and surveys. These questionnaires and surveys will generally be designed in a way that responses will not require Personal Data. However, if you enter Personal Data in a questionnaire or survey, the company may use such Personal Data to improve its products and services.
- **Data groups creation.** The company may group Personal Data provided under this Privacy Security and Protection Statement to create anonymous-impersonal data groups that will be used to improve its products and services and those of its subsidiaries.
- **Calls and conversations recording for quality improvement purposes.** In the case of phone calls or online conversations via e.g. chat, the company may record such calls and conversations (after informing you during the call and prior to recording) to improve the quality of its products and services and those of its affiliates.
- **Special categories of Personal Data.** In connection with registering and providing access to an event or seminar report, the company may request information about your health with a view to the identification and awareness of people who have disabilities or special dietary requirements for the duration of the event. Any such use of information is based on the consent you have provided herein. Please note that if you do not provide this information regarding any disabilities or special dietary requirements, the company will not be able to take the appropriate precautions.

**The duration of processing the Personal Data is governed by the following rules.**

Where the company processes and uses your Personal Data as permitted by law or in accordance with your consent, the company will store your Personal Data

- (i) only for as long as required to meet the purposes as defined above, or
- (ii) until you object to the use of your Personal Data by the company, or
- (iii) until you withdraw your consent (where you have agreed to the use of your Personal Data by the company).

However, whenever required by law, the company will retain your Personal Data for a longer period of time. Moreover, whenever your Personal Data are required so that the company can claim or defend itself against legal claims, the company will retain your Personal Data by the end of the relevant period or until such claims are settled.

**The subject and data rights are clear.** You may request at any time from the company information about your Personal Data processed by the company and the correction or deletion of such Personal Data. You may also, at any time, request a

copy of the Personal Data you gave to the company. However, please note that the company may delete your Personal Data only if there is no legal obligation or if there is no right of the company to retain them. Please be aware that if you request that the company should delete your Personal Data, you will not be able to continue to use the services of the company that require the use of your Personal Data. You may send your requests for any of the above to ([privacy@mathios.gr](mailto:privacy@mathios.gr) ). The company will carefully consider your request and will discuss with you about its best fulfillment. You may also contact the person who checks the company for the privacy practices at [dpo@mathios.gr](mailto:dpo@mathios.gr) .

**In any case**, if you believe that the company does not process your Personal Data under the conditions set forth herein or the applicable data protection laws, you may at any time lodge a complaint with the data protection authorities of the country where you reside or the data protection authority of the country in which the company has its registered office.

**Prerequisites for the Protection of Child Privacy.** This website is not intended for people under 16 years of age. If you are under 16, you can not register or use this website. Our websites and our online services are not intended for use by people under 16 years of age. If you are a parent or guardian and believe that we have collected information about a child, please contact us at [privacy@mathios.gr](mailto:privacy@mathios.gr) .

The company, its products and services are subject to the export laws of various countries including, but not limited to, those of the European Union and its Member States, and the United States of America. You acknowledge that, in accordance with applicable export laws, trade sanctions and embargo issued by these countries, the company must take measures to prevent legal persons, organizations and parties registered in sanction lists approved by governments from accessing specific products, technologies, and services through company-owned or other distribution channels controlled by the company. This may include (i) automated data registration verification for any user as defined herein as well as other information provided by a user regarding his or her identity against the existing sanction lists against natural and legal persons; (ii) regular repetition of such verification whenever sanction list against natural or legal persons is updated or when a user updates his/her information; (iii) blocking access to products and services in case of a possible agreement and (iv) communication with the user to confirm his/her identity in case of a possible match.

The company's websites may contain links to other websites (that is, not to companies belonging to Mathios Refractories). The company is not responsible for the privacy practices or the content of other websites that do not belong to its group. Therefore, we recommend that you carefully read the privacy statements of such linked websites.

**Forwarding your Personal Data to companies of the Mathios Refractories Group.** Mathios Refractories may transfer your Personal Data to other entities in the

Mathios Refractories Group. The current list of entities in the Mathios Refractories Group can be found on <https://www.mathios.com/legal-entities> . In such cases, these entities will then use the Personal Data for the same purposes and under the same conditions as described above.

**Withdrawal of the consent granted hereunder.** You may withdraw the consent granted hereby at any time by removing the registration on the webpage <https://www.mathios.com/unsubscribe> . In case of withdrawal, the company will no longer process any Personal Data subject to this consent unless legally required. If the company is required to retain your Personal Data for legal reasons, your Personal Data will not be further processed and will only be retained for the period required by law. However, the withdrawal does not affect the prior processing of the personal data by the company up to the time of withdrawal. Furthermore, if your use of a company's offer requires your prior consent, the company will no longer be able, after your withdrawal, to provide you with the relevant service, offer or event.