

RULES

on the procedure for exercising rights in relation to the personal data of users of the NetTV service processed by EON TV

Based on the Privacy Policy dated 05.07.2019, which is found on the NetTV Plus web site at the following address, EON TV adopts these Rules in accordance with which it prescribes the procedure for exercising the rights of service users defined by the Regulation on the Protection of natural persons with regard to the processing of personal data and on the free movement of such data in more detail (EU 2016/679; hereinafter: Regulation).

This procedure accordingly applies also to our associates – natural persons who as sales agents took part in the sale of NetTV Plus service in the relevant market.

1. Exercising rights through the NetTV Plus web portal

- 1.1. Each user of the NetTV Plus service may open an account on the NetTV Plus website, at the following web address: „My NetTV“ <https://my.nettvplus.gr> _
- 1.2. On their own portal, each user can exercise their right to view data and change data.
- 1.3. **Right to inspect data:** when you log in to your user account on the portal, there is your basic information that you use when establishing a user relationship: name and surname, residential address, city and country, telephone number, e-mail address, gender, etc.
In addition, you can find your information regarding the plan you have chosen as well as your payments (date of subscription, duration of subscription, list of devices with active subscription, amount of subscription fee and method of payment, proof of payment, invoices, etc.).
- 1.4. **Right to change data:** you can change your basic data provided during the establishment of the subscriber relationship at any time by direct entry on the portal.

2. Form of the request and manner of submitting the Request for exercising rights

- 2.1. In case you do not wish to exercise your right to inspect and delete data through the portal as well as regarding exercising your other rights, you can exercise the same by submitting a Request for exercising rights (request). The Request must be submitted in writing by mail, e-mail or directly in one of our branches, using the attached form
- 2.2. You may file the Request:
 - a) at our electronic address: dpo@nettvplus.org or by post on EON TV International Ltd, Aiolou & Panagioti Diomidous 9 Katholiki, 3020 Limassol, Cyprus
 - b) in some of our stores, where the employees will provide you with a copy of the Request form and help you fill it out.
- 2.3. You can find the Request form on our website at [section](#).

3. Determining the identity of the applicant

3.1. Only you can submit the Request. Exceptionally, someone else can do it on your behalf, however you must authorize them to do so beforehand. The authorization must be certified by a notary public and must clearly state that you authorize them to submit the Request and to be granted access to your data..

3.2. In order for your personal data not to be handed over to someone who is not authorized to access it, it is necessary for us to determine in advance whether you indeed sent the Request. The method of establishing your identity depends on the manner in which the Request was submitted.

3.3. If the Request was submitted by mail and e-mail, our operator will contact you via the phone number or e-mail address you provided us with when establishing a subscription relationship, and ask you two questions based on which we will be able to establish your identity. If you refuse to answer or answer any of the questions incorrectly, we will invite you to come to one of our branches and confirm with your personal document whether you sent the Request. In order to be able to act on your Request, we must determine in advance the identity of the person submitting the request in one of the previous ways. The telephone conversation related to the identity confirmation from the previous paragraph will be recorded and a note will be made about its content.

3.4. If you submit the request directly in one of our branches, your identity will be determined based on insight into the personal document (passport / ID card).

4. **Completeness of the Request.** If the Request is incomplete or unclear, we will invite you to complete it in writing. You must deliver the amended Request within eight days, otherwise we will not be able to act on your request.
5. **Deadline for processing the request.** We will provide you with insight into your personal data and the exercising of other rights you may request under the Regulation within 30 days from the day you deliver a complete Request to us. If it is not possible to act on your request, you will receive a reasoned response within the same period.
6. **Processing a complete Request.** Your orderly Request is forwarded to the appropriate organizational units in NetTV Plus, depending on which category of data you requested access to. This is necessary to ensure that you are provided with access to all requested information and the exercise of your rights, bearing in mind that each of our departments processes different categories of personal data.
7. **Delivery of data.** We will deliver the requested data as well as the answer related to your request by mail, e-mail or direct delivery to the branches, in the manner specified in the Request (CD-ROM, paper or electronic form). Before we provide you with your data in any of the above ways, our call center operators will call you and ask for confirmation of the request once again, to ensure that you have sent the Request and that you will receive a response related to it.
8. **Recording of Requests.** Information on each submitted Request (applicant, content, day of submission) and manner of acting on that request (day of submission of data or decision on rejection of the request) are entered in a special record that we keep.

REQUEST
for exercising rights in relation to personal data

Applicant:

Name and Surname: _____

Postal address (if you requested delivery by mail): _____

Other contact information
(telephone number, e-mail address): _____

Personal ID number: _____

(It is necessary to mark the appropriate box in order to determine which right you want to exercise by submitting this Request.)

- | | |
|---|--|
| <input type="radio"/> Access to personal data | <input type="radio"/> Change of personal data |
| <input type="radio"/> Deletion of personal data | <input type="radio"/> Restrictions on processing of personal data |
| <input type="radio"/> Transfer of personal data | <input type="radio"/> Objection to the processing of personal data |

a) Access to personal data

Pursuant to Article 15 of the Regulation on the protection of natural persons with regard to the processing of personal data and the free movement of such data (EU 2016/679; hereinafter: the Regulation), I would like you to notify me whether you process my personal data and if so, enable (check the category or categories of data you want to see):

- Insight into basic personal data (name and surname, residential address, city and country, telephone number, e-mail address, gender, etc.)
- Insight into subscription data (date of establishing the subscriber relationship, duration of the subscription, list of devices with active subscription, amount of the subscription fee and method of payment, proof of payment, invoices, etc.).
- Insight into other data on use of the services (in accordance with the records of activity processing).

Other personal data (please state)

Additional description regarding the request:

I wish to receive the data in the following format:

CD-ROM (CD / DVD)

paper format (A4)

electronic format

b) Change of personal data

Pursuant to Article 16. of the Regulation I ask you to amend my personal data as follows:

c) Deletion of personal data

Pursuant to Article 17. of the Regulation I want you to delete the following personal data:

d) Limitation of processing personal data

Pursuant to Article 18. of the Regulation I ask that you limit the processing of the following personal data:

for the following reasons:

e) Transfer of personal data

Pursuant to Article 20. of the Regulation I ask that you provide me with my personal data in a structured and electronically readable format so that I can transmit it.

Additional description regarding the request:

f) Objection to the processing of personal data

Pursuant to Article 21. of the Regulation I object to the processing of my personal data, for the following reasons:

Date: _____

Signature: _____