

Privacy Policy

Please read this Policy before visiting our website or before providing any personal information to “Papadakis Mix. George - ITCrete Cloud MarketPlace” (referred to as “ITCrete”, “we”, “us”, “our”, etc.).

Your data and data privacy are of high importance for ITCrete. We are committed to the protection of your personal information, and this Privacy Policy sets out how your personal data will be processed and protected. Should we ask you to provide certain information by which you are or can be identified (Personal Data), then you can be assured that such Personal Data will only be used in accordance with this Privacy Policy. We may change this Policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes.

Definition:

A "Customer" (or "you") is anyone ordering, registering for or making use of any product, service or website of ITCrete.

Collection of Personal Data

When

Personal Data of yours are collected when you order, purchase, register, subscribe, make use of any of our products or services and/or when you contact us for a quote or technical support. In general, you may visit our website without telling us who you are or revealing any information about yourself.

Who

Personal Data is collected by ITCrete. Nevertheless, as the internet is a global environment, collecting and processing personal information may involve the transmission of this data internationally, including outside of the European Union and European Economic Area. Therefore, by communicating electronically with us you acknowledge and agree to your personal data being processed in this way.

What

We collect (see above under When) and process the following categories of personal data:

- contact information such as name, e-mail, address, telephone and fax number
- location, namely country, state (where applicable), city and postal code
- type of business you are in/occupation (to help you choose the most suitable product for your business)
- VAT ID (only for Customers registered with VIES)

In addition, when you visit any of our website and/or use any of our software applications, we may collect application usage information and your computer's or digital device's IP address, the type and version of browser and operating system you use, and, if you visited via a link from another website, the URL of the linking page.

Where (Where we store your Personal Data)

The data that we collect from you is stored within the European Economic Area (“EEA”).

How we use your Personal Data (ProceSSION of Personal Data)

The personal data we collect from you are meant to help us:

- fulfil your order and provide you with the requested technical support
- manage your registration preferences
- ensure, as far as this is practical, that our websites and applications are compatible with the browsers and operating systems used by most of our visitors.

Please note that Microsoft Edge Browser is not supported for credit card transactions as of yet.

If you allow us to*, we may also:

- tell you about additional products and services
- tell you about other promotional activities of ITCrete or other companies with whom we have a business relationship
- invite you to participate in market research, surveys and polls for ourselves and our products

*Please indicate your privacy preferences using the order, registration or subscription form, where applicable, while ordering, purchasing, registering or subscribing.

We may also use your information for in-house research and analysis. This helps us to improve our understanding of customer needs and support our strategic development. All results of any research and analysis will be anonymized or aggregated information and will not reveal any personal details of individual customers.

Who has access to your Personal Data?

We may share your personal data with third parties, that is: (i) partners who assist us to fulfil you order and provide you with the requested technical support (ii) if compelled to do so by law (e.g. bookkeeping reasons, in case of a dispute, etc.), or (iii) with other third parties if you give your specific consent, such as in the case of a complaint

Transfer of personal data overseas

As the internet is a global environment, collecting and processing personal information may involve the transmission of this data internationally, including outside of the European Union and the European Economic Area. Therefore, by communicating electronically with us you acknowledge and agree to your personal data being processed in this way.

Legal ground of our processing of your Personal Data

The processing of your Personal Data is based (i) on your consent when you order, purchase, register, subscribe, make use of any of our products or services and/or when you contact us for technical support, (ii) on the law as well as (iii) on our legitimate interest.

How long we keep your Personal Data (Your right to erase your Personal Data)

If you have made any purchase, we will keep your Personal Data in connection to your transaction for bookkeeping reasons for as long as the law dictates. We will also keep your Personal Data for as long as you have a product of ITCrete for which we are committed to provide technical support. We will also keep your personal data if there are any legal requirements (e.g. an open order not fulfilled yet or partially fulfilled) and/or if there is an open dispute (e.g. unsettled debt, complaint with customer service). Other than the above, you have the right to have your Personal Data erased at any time.

Your right to access your Personal Data

You have the right to request that your information be modified or erased (subject to the previous section), or request changes to any consent that you may have given in respect of us contacting you in relation to information that you receive from us, by contacting us at cloud@itcrete.com.gr

Your right to complain with a supervisory Authority:

If you consider ITCrete to process your personal data in an incorrect way, don't hesitate to contact us. You also have the right to turn in a complaint to a supervisory authority. For more information, visit: <https://www.eugdpr.org>

Company Data:

PAPADAKIS MIX. GEORGE - ITCrete
Computer Support & Cloud Services
<http://www.itcrete.com.gr/>
VAT: EL077320570,
DROSINI 9, HERAKLION 71304, GREECE
Mobi: 6940593028, Fax: 2814002800

Contact us at:

E-mail: cloud@itcrete.com.gr

Disclaimer: Please note that the collection, use, and disclosure of information by our business partners are described in their own privacy policies, and consequently may differ from ITCrete's Privacy Policy. We are not responsible for those third-party privacy policies and you should ensure that you have read and accept all applicable privacy policies before proceeding.

Last update, May 15th 2018