

## Complaint Report Form

To EOS Matrix Single Member Société Anonyme for notification of debtors for due Claims

Please fill in all the fields below to ensure that your complaint is better managed:

<b>Full name (for natural persons) or legal entity name (for legal entities)*</b>	
<b>Tax Identification Number.*</b>	
<b>Contact address (Street, number, city/region, postal code)*</b>	
<b>Telephone number**</b>	
<b>Mobile number**</b>	
<b>E-mail</b>	

*\* Mandatory completion*

*\*\* Mandatory completion of one of the two*

If you are acting on behalf of a third party, please complete the form with the details of the person you are representing and attach:

1. Relevant authorization with authenticated signature and
2. A copy of your identity card or passport.

<b>COMPLAINT SUBJECT:</b>	
<input type="checkbox"/>	Way of communication
<input type="checkbox"/>	Other



**NOTICE ON THE PROCESSING OF PERSONAL DATA IN THE CONTEXT OF SUBMITTAL  
AND HANDLING OF COMPLAINT**

"EOS MATRIX Single Member Société Anonyme for notification of debtors for due Claims"(hereinafter "EOS MATRIX") in the context of the submission and management of complaints informs the natural persons / complainants and any third parties related in any way to the complaint submitted, regarding the processing of personal data (hereinafter referred to as "personal data") by the company, in its capacity as controller, of the following:

**A. Identity and contact details of the data controller**

"EOS MATRIX (EOS MATRIX) Single Member Société Anonyme for notification of debtors for due Claims ", with the registration number of article 7 of Law 3758/2009, as in force: 1/19.05.2010. Address: 423B, Vouliagmenis Avenue, P.O. Box 16346, Ilioupolis, Attica. Telephone: +30 210 9792900. Email: [info@eos-greece.com](mailto:info@eos-greece.com)

**B. Contact details of the data protection officer**

Address: EOS MATRIX (EOS MATRIX) Single Member Société Anonyme for notification of debtors for due Claims, 423B Vouliagmenis Avenue, 16346, Ilioupolis, Attica. Attention DPO. Email: [dpoeosmatrix@eos-greece.com](mailto:dpoeosmatrix@eos-greece.com).

**C. Data collected directly from you**

The personal data processed by EOS MATRIX are the following: Full name, Tax ID number, home address (street, number, city/region, P.O.) telephone number, mobile number, E-mail, personal data contained in the complaint, in the relevant supporting documents and in the material collected in the context of the management of the complaint and, in the case of a natural person acting on behalf of a third party, personal data contained in the relevant authorisation [name, surname, maiden name, Tax ID number, home and/or work address (street, number, town/region, postal code, postal code, address, address of the complaint and / or work address (street, number, town/region, postal code), telephone number, mobile number, E-mail, copy of ID or passport].

**D. Source of the personal data**

The complainant himself/herself and the persons from whom data are collected in the context of the management of the complaint.

**E. Purposes of the processing of personal data and legal basis for the processing of personal data**

Purposes of the processing of personal data: Response to the complaint submitted.

Legal basis for the processing of personal data: (a) the consent of the complainant, through the express positive action of submitting the complaint and/or (b) the fact that the processing is necessary for the establishment, exercise or maintenance of legal claims.

**F. Recipients or categories of data recipients**

Recipients of personal data are: (a) specially authorised employees of the Complaints Management Department of EOS MATRIX and, under certain conditions, other persons related to the complaint submitted and/or (b) Consumer Ombudsman or / and (c) another alternative/out-of-court dispute resolution mechanism and/or (d) where applicable, competent authorities in accordance with the applicable legislation (e.g. General Secretariat of Commerce & Consumer Protection) and/or (e) judicial authorities.

**G. Transfer to a third country or an international organization**

Personal data are not transferred to a third country (i.e. a country outside the EU) or an international organization.

**H. Personal data retention period**

Personal data are deleted five (5) years from the date on which each element of the complaint came into the possession of EOS MATRIX. However, if judicial or other legal actions are in progress until the expiry of this period, the retention period referred to above may be extended until the issue of a final and irrevocable court decision.

**I. Data subject's rights**

The data subject has the following statutory rights, which may be exercised by using the contact details in subparagraph B above: (a) the right to request access and/or rectification and/or correction and/or erasure of personal data and/or restriction of processing and/or the right to object to processing and the right to the portability of personal data and/or (b) the right to withdraw the consent given and/or (c) the right to submit a complaint with the Personal Data Protection Authority ([www.dpa.gr](http://www.dpa.gr)).