

Privacy Policy

This website of "Recall-Music.gr" recognizes and respects the right to protection of personal data of internet users, in accordance with European Regulation 2016/679 and **Law 4624/2019**. This policy text describes the collection and processing of user data when visiting or using the services provided by our website. The visitor to our website and/or user of our services must carefully read the terms and conditions for the protection of their personal information mentioned here.

1. Who will use your Personal Data

The website Recall-Music.gr will use your personal data in its capacity as Data Controller.

2. What is personal data

According to the law, it is any information relating to an identified or identifiable natural person ("data subject"), such as name, email address, VAT number, etc. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier (IP address, e-mail, etc.) or to one or more factors specific to his or her physical, physiological, genetic, psychological, economic, cultural or social identity.

3. What is personal data processing

Personal data processing is any operation or set of operations which is performed on personal data, with or without the use of automated means, such as collection, recording, organization, structuring, storage, adaptation, alteration, retrieval, use, disclosure to third parties, dissemination, alignment or combination, restriction, erasure and destruction of personal data.

4. What personal data do we use

The "company" collects and keeps exclusively the personal data that you disclose to it by entering the requested personal information in the relevant fields and/or your responses in the context of specific actions that it carries out and in which you may voluntarily participate and which are the minimum necessary for the proper functioning of the website and the services it provides.

Within the framework of the obligation to safeguard and protect the information of its customers and partners, the "company" is committed to protecting and using in an appropriate manner the personal data collected either online from this website or through communication/collaboration with any third party.

The company collects only the personal data provided voluntarily by our online visitors, so that we can satisfy your requests, be able to provide you with information about our products and services, by sending you informational material (letters, newsletters, etc.) and to serve you in the best possible way. Where additional, optional information is sought, you will be informed about it at the time of its collection.

This personal data falls into the following categories:

- Identity data: includes name, surname, title, etc. If you communicate with us via social networking, the username of the social networking medium may also be included.
- Contact data: includes shipping address, delivery address, email address and telephone numbers.
- Transaction data: includes details related to payments made by you and other details about the products you have purchased from us.
- Technical data: includes your internet connection address (IP address), your browser, your location, your operating system and other information related to the device you use to visit the website.

- Tracking data: includes data that we or others collect through cookies and similar tracking technologies such as web beacons, pixels and mobile identifiers.

WHAT ARE COOKIES?

Cookies are pieces of information in the form of very small text, stored in the browser you use on your PC on your Smartphone & tablet (Chrome, Mozilla Firefox etc.), helping our site to function more effectively. Cookies do not in any way cause damage to users' computers or the files stored on them. The information stored in cookies is used for identification & optimization purposes.

Categories

Necessary Cookies

They allow the execution of basic site functions. Without these absolutely necessary Cookies, the smooth operation of the site is immediately affected, but your personal browsing experience is also degraded since basic site functions are under-functioning.

Performance cookies

Performance cookies collect information about how visitors use the website. They allow us to see which pages they visit most often or show us if they encounter any problems while browsing. These cookies do not collect information that identifies the visitor. All information collected by these cookies is aggregated and is used only to improve the way Recall-Music.gr works.

Functionality cookies

These cookies "remember" your preferences while browsing our site, so that we can recommend the right products based on your needs. With these cookies you enjoy a personalized version of Recall-Music.gr, making it much easier to find what you are looking for.

Advertising cookies

These cookies are used to provide advertisements that are more relevant to you and your interests. They are also used to send targeted advertising or offers with the aim of limiting mass, unwanted and meaningless advertising messages. At the same time, they help us measure the effectiveness of advertising campaigns.

Analytics Cookies

They are a subset of Functionality Cookies and enable us to evaluate the effectiveness of the various functions of our site, so as to continuously improve the experience we offer you.

Specifically:

Third-party vendors, including Google, may display Company advertisements on websites on the Internet.

Third-party vendors, including Google, may use cookies to inform, optimize and display ads based on the user's previous visit to the Recall-Music.gr website.

Recall-Music.gr may also use cookies from a previous visit to its website for remarketing.

You can set your Browser to notify you each time before a cookie is received and decide whether to receive or reject it. In this case, please note that you may not be able to take advantage of all its features.

Recall-Music.gr may use Google Analytics features for display ads (e.g., remarketing, Google Display Network display reports and demographic and interest reports).

Using Ads Settings (<https://www.google.com/settings/ads>), visitors can opt out of Google Analytics for display ads and customize Google Display Network ads.

Here are the available Google Analytics opt-out options (<https://tools.google.com/dlpage/gaoptout/>) for the web.

Recall-Music.gr complies with the Google AdWords Interest-Based Advertising Policy and Sensitive Category Restrictions and:

Uses remarketing with Google Analytics for online advertising.

Recall-Music.gr and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies together to inform, optimize, and serve ads based on past visits to its website by some users.

Recall-Music.gr and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies together to run reports on how Recall-Music.gr ad impressions, other uses of advertising services, and interactions with those ad impressions and advertising services are related to visits to the Recall-Music.gr website.

Recall-Music.gr may use data from Google's interest-based advertising or third-party audience data (such as age, gender, and interests) with Google Analytics.

We do not collect special categories of personal data about you (this includes your nationality, religion or beliefs, your sex life, your sexual preferences, your political opinions, your membership in trade unions, information about your health and your biometric data, as well as criminal record data)

5. Collection and purpose of personal data processing

The collection of personal data takes place only if you voluntarily choose to provide it, for example, in person or if you contact us by email or if you register as a customer of the products and services of the “company” or if you participate in various actions/competitions on social media and/or as users of this website.

The use of the products and services provided by the Recall-Music.gr website, including the provision of online ordering services for our products and services, requires ensuring the possibility of communicating with you. Therefore, it is necessary when registering on the Recall-Music.gr website to declare the true personal data that will be requested from you.

By registering for the services provided by Recall-Music.gr, you also consent to the storage and use of your personal data, in accordance with this Statement.

The purpose of collecting, using and processing your personal data is:

- the provision of the services and products you request through the website, for the receipt of which their use and/or processing is required, e.g. Online orders, and the subsequent implementation of the contractual obligations, in the context of the execution, delivery and invoicing of orders under the best conditions and in the most efficient manner,
- the provision of personalized services and the facilitation of the ordering process, for the purpose of user convenience and/or ensuring that the content of the website is presented in the most efficient manner for you and your computer. The legal basis for the processing of personal data for this purpose is your consent (Article 6(1)(a) and Article 9(2)(a) of the GDPR)

- in addition, but only with your optional consent which constitutes the legal basis for the processing pursuant to Article 6(1)(a) of the GDPR: the promotion of the products and services provided by the “company”, in particular through Recall-Music.gr, and the receipt of promotional information material (direct marketing) from the “Company”.

Your data may in any case be processed, even without your consent, for the purposes of compliance with laws, regulations, EU law (Article 6(1)(c) of the GDPR), for the purpose of obtaining statistics on the use of the Website and its proper functioning (Article 6(1)(f) of the Regulation), and for the establishment or defense of legal claims in the interests of the Company.

Personal data is entered into the Company's IT system in full compliance with data protection legislation, including security and confidentiality profiles and is based on principles of good practice, lawfulness and transparency regarding processing.

The data are stored for as long as is strictly necessary to achieve the purposes for which they were collected. In any case, the criterion used to determine this period is based on compliance with the deadlines set by law and on the principles of data minimization, storage limitation and rational file management.

All your data will be processed on paper or by automated means, ensuring in each case the appropriate level of security and confidentiality.

Your personal data will not be used for purposes other than those described in the Statement, unless we obtain your prior permission, or unless this is required or permitted by law.

The “company” collects “sensitive” personal data only when you voluntarily provide us with this data or when this data is required or its collection is permitted by law.

We advise you to refrain from providing sensitive data, unless this is required for the purpose of providing the personal data or if you hereby consent to the use of this data.

The “company” may ask you to provide certain personal data to send it informational messages about products and services and/or related offers and announcements. It may also ask for your permission for certain uses of your personal data and you can either consent to or refuse these uses. If you wish to receive certain services or communications, such as an electronic newsletter, you will have the opportunity to unsubscribe from the relevant list of recipients at any time by following the instructions contained in each communication. If you decide to unsubscribe from a service or communication, we will try to delete your data as soon as possible, although we may need some time and/or information before we can process your request.

6. Persons who have access to Personal Data and Transfer of Personal Data

The Data are processed by electronic and manual means in accordance with the procedures and practices related to the aforementioned purposes and are accessible to the Controller's personnel authorized to process the Personal Data and supervisors and in particular employees belonging to the following categories: technical personnel, IT personnel and administrative personnel, product managers, as well as other staff members who need to process the data to perform their duties.

The "company" does not transfer personal data to third parties.

In some cases, the “company” may share your personal data with various companies or service providers that collaborate with it in order to respond to your requests or with natural or legal persons to whom the processing has been entrusted, provided that we inform you in advance and obtain your prior consent. The persons who have access to the data are obliged to maintain the confidentiality of this data.

The Data may also be communicated to countries outside the European Union (“Third Countries”): a) to institutions, authorities, public bodies for institutional purposes, b) to professionals, independent consultants – whether working individually or collectively – and other third parties and providers who provide the Data Controller with commercial, professional or technical services required for the operation of the Website (e.g. provision of IT and Cloud Computing services) for the purposes mentioned above and to support the Company in providing the services you requested and c) to third parties in the event of mergers, acquisitions, transfers of businesses or their branches, audits or other extraordinary operations.

The mentioned recipients receive only the data necessary for their respective functions and duly process them only for the purposes mentioned above and in accordance with data protection laws. The Data may also be communicated to other lawful recipients specified from time to time by applicable laws. With the exception of the above, the Data will not be communicated to third parties, natural or legal persons, who do not perform commercial, professional or technical tasks for the Controller and will not be disseminated. The persons receiving the data will process them, as the case may be, as Data Controllers, Processors or persons authorized to process personal data for the purposes mentioned above and in accordance with applicable data protection legislation.

Regarding the transfer of data outside the EU, even to countries whose laws do not guarantee the same level of protection of personal data privacy as that provided by EU law, the Controller informs that the transfer will in any case be carried out in accordance with the methods permitted by the GDPR, such as for example based on the user's consent, based on the standard contractual clauses approved by the European Commission, choosing parties participating in international programs for the free movement of data or implemented in countries considered safe by the European Commission.

7. Your rights regarding Personal Data

If you wish, you can request at any time to be informed about your personal data held by the “company”, their recipients, the purpose of their holding and processing as well as their modification, correction or deletion, by sending a relevant email to dimi.recall.gr@gmail.com from the email address you have provided. You also have the right to review the personal data we hold and generally exercise any right provided for by the legislation on the protection of personal data.

The personal data that you communicate to us through Recall-Music.gr, either during your registration or at a later stage, are collected and used and processed in accordance with the applicable provisions on the protection of personal data. and specifically, in accordance with the provisions of Law 2472/1997 and Law 3471/2006, as applicable, as well as the new European General Data Protection Regulation (EU) 2016/679 and Directive 95/46/EC, on the protection of personal data.

You retain, upon your request, in accordance with the provisions of articles 15 – 22 of the GDPR:

- Right to information regarding the personal data we hold about you.
- Right to rectify your personal data.
- Right to supplement your personal data, provided that these data are necessary for the purposes of processing your data.
- Right to delete your personal data. Some data will only be deleted after a specified retention period, for example because in certain cases we are legally obliged to retain the data, or because the data is required to fulfil our contractual obligations towards you.
- Right to block your personal data: in certain cases provided for by law, we will block your data if you ask us to do so. Further processing of blocked data is only carried out to a very limited extent.
- Right to withdraw your consent, which can be done at any time.
- Right to object to the processing of your data.

You can object at any time to the processing of your personal data in the future if we process your data on the basis of one of the legal grounds provided for in Article 6 §§ 1e) and 1f) of Regulation (EU) 2016/679. If you object, we will stop processing your data, provided that there are no legitimate grounds for further processing. Processing your data for advertising purposes does not constitute a legitimate ground.

8. Security of Personal Data

The “company” applies specific technical and organizational security procedures in order to protect personal data and information from loss, misuse, alteration or destruction. Our partners who support us in the operation of the website and digital infrastructure also comply with these provisions. The company has ensured the compliance of the collaborating companies with the GDPR policy and bears no responsibility for any unlawful action by them on personal data.

9. Links to other websites

This Privacy Policy applies only to the Website specified above. Although the Website may contain links to other websites (known as third-party websites), we inform you that the Company does not have access to or use cookie tracking systems, web beacons or other user tracking technologies that may be active on third-party websites, the content and materials published on them or the methods of processing your personal data. For this reason, the Company expressly disclaims any responsibility for such matters. Therefore, you should verify the privacy policies of such third-party websites and gather information about their terms and conditions and the way in which they process your personal data.

10. How we store data and for how long

In accordance with Article 5(1)(c) of the GDPR, the computers and programs used by the Company are designed in such a way as to limit the use of personal data and identification data to a minimum. These data are processed only to the extent necessary to achieve the purposes set out in this Policy and will be stored for as long as is strictly necessary to achieve the specific purposes pursued. In any case, the criterion used to determine the storage period is based on compliance with the deadlines permitted by law and the principles of data minimization, storage limitation or rational management of our files.

11. Resolution of complaints, complaints

In accordance with the General Data Protection Regulation, the “company” is committed to resolving complaints or complaints regarding the collection or use of personal data.

In case you consider that the protection of your personal data is affected in any way, you can appeal to the Personal Data Protection Authority, 1-3 Kifissias, p.o. 115 23, Athens, www.dpa.gr.

12. Revisions to the Statement

The “company” reserves the right to modify or revise this Statement periodically, at its sole discretion. In case of changes, the “company” will record the date of modification or revision in this Statement and the updated Statement will be valid for you from that date. We encourage you to periodically review this Statement in order to consider whether there are any changes in the way we manage your personal data.

13. Not sure?

We sincerely hope that this Privacy Policy has made it clear and straightforward for you how we process your personal data. However, if you still have any questions or further inquiries that you would like to address to us, we will be happy to answer them.

14. Contact Information

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