

LEGAL DOCUMENT

PRIVACY POLICY

Privacy & Personal Data Protection Policy in accordance with Regulation (EU)
2016/679 (GDPR)

Nisos Concierge

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This document constitutes the official Privacy Policy of Nisos Concierge, a tourist property management company based in Zakynthos. It describes how we collect, use, store, and protect your personal data, in accordance with the GDPR and applicable Greek law.

Use of the nisosconcierge.gr website implies acceptance of this policy. If you disagree, please refrain from using the website.



PRIVACY POLICY

Privacy Policy — Personal Data Protection (GDPR)

Article 1 Data Controller

The data controller for your personal data is:

Item	Information
Company Name	Nisos Concierge
Office	Bochali, Zakynthos, Greece
Email	nisosconciierge@gmail.com
Phone	+30 6974 066300 · +30 6970 838681
Website	nisosconciierge.gr

Article 2 Data We Collect

2.1 Data you voluntarily provide

When you contact us via form, email, or phone, we may collect:

- Full name
- Email address
- Phone number
- Information about your property (location, type, capacity)
- Any other information you choose to share

2.2 Data collected automatically

When browsing the nisosconciierge.gr website, the following may be collected automatically:

- IP address and geographical location (country/city) → Browser type and version
- Pages visited and duration of visit
- Source of visit (e.g., search engine, social media)
- Cookie data (see Article 8)

Article 3 Purpose and Legal Basis for Processing

We process your data for the following purposes:

Purpose	Legal Basis	GDPR Reference
Responding to contact requests	Performance of a contract / Legitimate interest	Article 6(1)(b)(f)
Providing information about our services	Legitimate interest	Article 6(1)(f)
Sending marketing communications (if you have consented)	Consent	Article 6(1)(a)
Improving website and services	Legitimate interest	Article 6(1)(f)

Compliance with legal obligations	Legal obligation	<i>Article 6(1)(c)</i>
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Where processing is based on consent (e.g., sending marketing communications), you have the right to withdraw it at any time, easily and free of charge, by sending a request to nisosconcierge@gmail.com or via the unsubscribe link in each communication. Withdrawal does not affect the lawfulness of processing based on consent before its withdrawal.

4 Data Retention

We retain your data only for as long as necessary:

- Contact form data: up to 12 months from the last communication
- Partner/client data: for the duration of the professional relationship + 5 years (tax obligations)
- Analytics data: up to 26 months (Google Analytics)
- Marketing data: until you withdraw your consent

After the retention period expires, data is securely deleted or anonymised. The above periods may be extended if required for: (a) the exercise or defence of legal claims, (b) compliance with tax or other legal obligations, or (c) compliance with a decision of a competent judicial or administrative authority.

5 Disclosure of Data to Third Parties

Nisos Concierge does not sell, rent, or trade your personal data. Disclosure only occurs in the following cases:

- Processors: service providers acting on our behalf (e.g., Google Analytics, email hosting) who have signed a Data Processing Agreement (DPA)
- Legal obligation: to public authorities, as required by applicable law
- Protection of rights: for the exercise or defence of legal claims

Article 6 Your Rights

Under GDPR, you have the following rights:

Right	Content	GDPR Basis
Right of access	Obtain a copy of the data we hold about you	<i>Article 15</i>
Right to rectification	Correction of inaccurate or incomplete data	<i>Article 16</i>
Right to erasure	Deletion of data — 'right to be forgotten'	<i>Article 17</i>
Right to restriction	Restriction of processing under certain conditions	<i>Article 18</i>
Right to data portability	Receive data in a structured, readable format	<i>Article 20</i>
Right to object	Object to processing based on legitimate interest or marketing	<i>Article 21</i>
Withdrawal of consent	Withdrawal at any time, without retroactive effect	<i>Article 7(3)</i>

To exercise any right, please contact nisosconcierge@gmail.com. We will respond within 30 calendar days. You can also lodge a complaint with the Hellenic Data Protection Authority (www.dpa.gr).

Article 7 **Data Security**

We implement appropriate technical and organisational measures to protect your data:

- SSL/TLS encryption during data transfer
- Data access exclusively by authorised personnel
- Regular evaluation and update of security measures
- Use of reliable and certified service providers

In the event of a personal data breach, Nisos Concierge will notify the Hellenic Data Protection Authority (HDPA) within 72 hours of becoming aware of it, in accordance with Article 33 GDPR. If the breach poses a high risk to your rights and freedoms, you will also be informed directly, without undue delay, in accordance with Article 34 GDPR.

8 **Cookie Policy**

8.1 What are Cookies

Cookies are small text files stored on your device when you browse our website. They are used to improve the browsing experience and analyse traffic.

8.2 Cookie Categories

Cookie TypePurpose

		Activation	Duration
Necessary	Website technical operation	Always active	No expiry
Analytics	Traffic analysis (Google Analytics)	With consent	26 months
Marketing	Targeted third-party advertising	With consent	12 months
Functional	Saving user preferences	With consent	12 months

Upon your first visit, a cookie consent banner appears, through which you can accept or reject all non-essential cookies with the same number of actions — the options "Accept All" and "Reject All" are displayed equally. Analytics, Marketing, and Functional cookies are activated exclusively upon your explicit consent; no non-essential cookie is placed before your selection. You can also manage or block cookies through your browser settings.

8.3 Google Analytics

For traffic analysis, we use Google Analytics 4 (GA4), with IP anonymisation/masking enabled. Google LLC acts as a processor based on its own Data Processing Terms and the European Commission's Standard Contractual Clauses. Analytics data is collected only if you have provided your consent via the cookie banner.

Article 9

Data Transfer outside the EU/EEA

Some service providers (e.g. Google LLC) may process data outside the EU. We ensure that:

- The European Commission's Standard Contractual Clauses (SCCs) apply
- The recipient country has received an adequacy decision from the European Commission
- Appropriate safeguards are implemented under Article 46 GDPR

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Changes to the Privacy Policy

Nisos Concierge reserves the right to modify this Privacy Policy. Any modification will be posted on the website with an updated date. In case of substantial changes, you will be informed via the website.

Continued use of the website after changes have been posted implies acceptance of the revised policy.

Legal Framework: This Privacy Policy is drafted in compliance with Regulation (EU) 2016/679 (GDPR), Law 4624/2019 Article 45 (Government Gazette A' 137/2019) and Law 3471/2006 Article 5 (Government Gazette A' 133/2006) on the protection of personal data.