



1. GENERAL TERMS

Access to and use of this Website (hereinafter "ANDRONIS") and the products and services made available through it (hereinafter the "Services") are subject to the following terms, conditions (hereinafter "Terms of Use"). Before using the Services, your agreement with all the Terms of Use is required, as updated by us from time to time. You should check this page regularly in order to take notice of any changes to the Terms of Use. ANDRONIS use after the Terms of Use currently in force were made available to the user entails his acceptance of them. In case you disagree with the Terms of Use, you should not use ANDRONIS.

Access to ANDRONIS is permitted throughout its operation, but the Company reserves the right to withdraw or suspend provision of Services without notice. The Company is not liable in case the access to all or some of the Services is not possible for any reason.

The Company makes every possible effort in order to guarantee that the information included in the content of ANDRONIS is complete, accurate, explicit, valid, informative, updated, truthful and non – misleading. In any case the Company bears no responsibility for or any commitment neither it guarantees the safety and the content. ANDRONIS users accept the fact that the Company may not be able to control the entire content and all its Services. Moreover, the Company does not guarantee that the use by its users of the information, data and material included in the content of ANDRONIS will not infringe the rights of third persons.

Every user is solely responsible for the use of ANDRONIS. Its content is not and can never be interpreted as granting of advice or direct or indirect encouragement of any act or action. It is up to the users, who are also responsible for the use of any part of its content, to evaluate it.

This Website also contains "links" to other websites (hyperlinks or banners), which are not managed by ANDRONIS. ANDRONIS has no control over the linked sites nor the Services provided or the personal data protection policy applied by them. The use of the linked sites will be subject to the terms of use contained within each such site, for the content of which the users shall get informed. ANDRONIS bears no responsibility for any loss or damage that may arise from the use of those websites. Each user who makes use of the linked sites is responsible for this use.

Minor users of ANDRONIS are not permitted to access the Services of ANDRONIS that are considered inappropriate for minor users and cannot be monitored by ANDRONIS. If nevertheless minor users visit on their own initiative sites with inappropriate/ offensive/ unethical content and which cannot be continuously monitored by ANDRONIS, the Company bears no responsibility.



Users are the solely responsible for the possession and maintenance of the telephone connections, computers and the equipment in general necessary for the use of ANDRONIS Services.

2. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS – TRADEMARKS

The intellectual property right is obtained without any formality and without any clause banning its offense being required. ANDRONIS and its content (which contains each and every trademark, distinctive mark, patent, trade name, text, image, graphic, design, photograph, program, information material and data of any form, software) constitutes intellectual and industrial property of the Company and is protected by the relevant provisions of Greek, European and International Law.

It is pointed out that according to the Greek law 2121/1993 (as amended and in force today), the International Treaty of Bern (that was ratified with the law 100/1975) and the provisions regarding the copyright on the web, every kind of copy, amendment, interference, transfer, distribution, resale, renting, republication, reproduction, electronic or mechanical broadcasting, save, print, creation of a derivative work, download or mislead of the audience regarding the true carrier of its content is prohibited.

ANDRONIS content does not constitute and shall not in any case be considered as express or implicit assignment of license or right of use of any Trademark appearing in it without the written consent of the Company or of any third party that may be proprietor of the Trademarks appearing in it. The trademarks, logos, distinctive marks appearing in ANDRONIS and the display of persons, places or things that constitute part of its content, belong to the Company or to third parties. Their use is strictly prohibited without the prior written consent of the Company, unless otherwise provided for in the Terms of Use in force.

Products, services, trade names, trademarks or distinctive marks of third parties that appear in ANDRONIS, constitute intellectual and industrial property of the third parties, who bear the relevant responsibility.

The information submitted to the Company via ANDRONIS is not considered confidential and does not belong to the user. To the propriety of the Company belongs, if possible, anything that can be transferred, retransmitted or sent through ANDRONIS. The Company can collect limited information for its commercial activities.

Third Party/merchandise ANDRONIS respects intellectual property rights of every entity and actively supports protection of all intellectual property, including copyrights, trademarks, trade



names, service marks, logos, etc. To the best of our knowledge, no intellectual property rights of any other person have been infringed. However, in the unlikely event that any infringement of any third party intellectual property is brought to our notice, however unintentional, ANDRONIS is committed to removing the infringing products from the website within the shortest time possible. We also aim to respond to clear notices of alleged intellectual property infringement within the shortest possible time.

Notification relating to infringement of IP: If you believe in good faith that any material posted on the Website infringes the copyright or any other proprietary or intellectual property rights of a person, then you are requested to bring the matter to the attention of ANDRONIS by sending an e-mail to legal@andronis.com. Your e-mail should give a clear and concise description of the alleged infringement, and should include the following information:

1. A description of the copyrighted work or other proprietary or intellectual property that you claim has been infringed.
2. The brand name (in case of trademark infringement).
3. Your contact details.
4. A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law and that you are the intellectual property owner or authorized to act on behalf of the said intellectual property owner.

3. LIABILITY OF THE COMPANY

The internationalized nature of internet and its volume being taken into consideration, the Company, its executives, its directors, its employers, its partners or its representatives are not responsible for any direct, consequential, indirect or incidental loss or damage that may arise from the access of the user to ANDRONIS or the use of it, even in case of negligence. The users are advised to use antivirus software and malicious software protection programs.

The Company is not responsible for any loss, damages or costs that may arise from the use of or the incapability to use ANDRONIS of any person, or referring to any inability to run, error, omission, interruption, defect, delay of operation or broadcast or system line fall. The Company is not responsible for any loss, damage or virus infection of the computer or of any other electronic means used by the user to access, visit, use or download material, data, text, images, video or sound from its content.



The Services available through the site are provided to the users of the electronic shop “as they are”. The Company does not guarantee that the context of ANDRONIS and the quality of the Services provided will fulfill the demands and expectations of the users. The Company is not liable for any legal claims of civil or penal nature regarding the function or the use of ANDRONIS, nor for any kind of damage caused either by visitors of the website or by third parties.

The Company does not bear any obligation or responsibility for compensation for any claim related to the content of ANDRONIS or for any fault, defamation or malicious slander, insult, offense, omission, lie, profanity, pornography, blasphemy, danger or inaccuracy found in its content.

4. REGISTRATION/ MEMBER ACCOUNT

For the registration of the user in ANDRONIS Services and where and if demanded the user agrees to: a) provide true, accurate, valid and complete evidence while filling in the applications of ANDRONIS required for access to its products/ Services to be granted and b) keep and diligently update the registered data in order for them to be true, accurate, valid, updated and complete. As soon as the user completes the registration process defined by ANDRONIS, he will receive validation of the password and the username selected by him. Users are solely responsible for all the acts realized under their password, their username and generally their user account as well as for the proper use of their account, while the Company bears no responsibility for any loss or damage may arise from the incapability of the users to follow and respect the present terms. Users agree to notify immediately the Company for any unauthorized use of their account and for any made and/or possible security violation.

5. MEMBERS CODE OF ETHICS

The use of ANDRONIS Services presupposes users' agreement with the following rules of behavior:

i. The user is solely responsible for any post, publication, mailing, transmission or generally for everything that he makes available through ANDRONIS Services. For all information, data, texts, graphics, photos, images, music files, videos, messages and content in general, whether publicly posted or privately transmitted, solely responsible remains the person, natural or legal, from which the content emanates. The Company cannot due to its volume monitor the entire



content posted by users on ANDRONIS Services. Subsequently it does not guarantee the accuracy, integrity, legitimacy or quality of such content.

ii. The user understands and accepts that ANDRONIS does not monitor in advance the content posted. Nevertheless, ANDRONIS and its partners reserve the right, without being obligated, to refuse the post/ publication, remove or delete any content made available through its Services. Moreover, the Company and its partners reserve the right to delete any content posted on ANDRONIS that violates the present Terms of Use.

iii. The user understands and accepts that he shall evaluate and that he is responsible for any danger may arise from the use of any content, including his decision to trust the correctness, completeness and usefulness of any content. In particular, user understands and accepts that he cannot be based on the content and information posted on ANDRONIS, the information being available in ANDRONIS included.

iv. The user is bound to abide closely by the legislation concerning the transmission of data from Greece and Europe to third states.

v. The user understands and accepts that by using ANDRONIS Services it may get exposed to offensive, unethical or illegal content. In no case can ANDRONIS be considered responsible for any error or omission in any content or for any loss or damage may arise from the use of any content posted, sent, transmitted or otherwise made available by the users on ANDRONIS Services. In case which ANDRONIS takes notice of any content that causes damage to a third party, reserves the right to delete immediately the content as well as to suspend the function of the user account that violates the present terms.

vi. As long as chatting is made available through ANDRONIS, the NETIQUETTE (Code of Conduct for Internet Users) shall be followed. All unfair practices followed by users are forbidden.

vii. In case in which users do not comply with the following terms and the legislation in force, the Company reserves the right to take every necessary measure, such as the denial of access to all or some of the Services provided, the delete, removal, processing of messages.

viii. While using ANDRONIS Services it is not permitted to:

Post, publish, send, transmit or install by any method content that is illegal, harmful, dangerous, offensive, damaging, slanderous, vulgar, violent, insulting, racist or objectionable for any reason, that offends the personality and the personal data of others, provokes feelings of hatred and /or any criminal offense or harms minors in any way.



Post, publish, send, transmit or install by any method unsolicited or unauthorized advertisement, product promotion of any content, spams and any undesirable promotion of content nor to harass by any means the privacy and the individual or social rights of other users (such as through the collection and/or saving of personal data of other users/members).

Make false or misleading statements regarding the identity of the user or his relationship and/or cooperation with another natural or legal person nor to alter the elements of identification of the users in order to cause mislead regarding the origin of the content transmitted through ANDRONIS Services.

Post, publish, send, transmit or install by any method content emanating from persons unauthorized to make available this content by the law or by a confidential relationship nor to post, publish, send, transmit or install by any method software or content of any form (text, image, sound, video, animation) that violates intellectual and industrial property rights of any carrier.

Post, publish, send, transmit or install, promote, make available by any method content that contains viruses or any electronic code, file or program designed to be inserted, destroy or restrict the function of any computer or telecom equipment software or hardware.

Insert into or disrupt the Services or servers or networks connected with ANDRONIS Services or violate the conditions, procedures and terms of use of these networks, violate any national, European, international legislation concerning and/or governing any ANDRONIS Services.

ANDRONIS user understands and accepts that he is solely responsible to compensate the Company and its partners for any litigation may arise between him and third carriers due to the content that he makes available for post, publication or other transmission through ANDRONIS Services.

6. ADVERTISING INFORMATIONAL MESSAGES- LICENSE FOR COMMERCIAL REASONS

The Company is not responsible for the communication of the user with third service providers that use ANDRONIS to advertise themselves or for any commercial transaction that may arise from the relationship between them. The Company is not responsible for the personal data protection policy followed by the abovementioned third service providers during their transactions with the users of these Services.



The user who wishes to get advertised through ANDRONIS must apply and receive explicit consent from the Company in order to acquire all the necessary information. The use of ANDRONIS Services from ANDRONIS users for client shopping regarding the exploitation of other services without the prior special consent of the Company is forbidden.

The user that uses ANDRONIS Services in order to post and/or publish information, data, texts, graphics, photos, images, music files, videos, messages, grants to the Company license to use the space where this content is posted for advertising reasons as long as such content constitutes part of ANDRONIS Services. Moreover, the user who posts and/ or publishes information, data, texts, graphics, photos, images, music files, videos, messages consents to the post and/or publication of advertisements by ANDRONIS on relevant pages / Services.

7. APPLICABLE LAW AND OTHER TERMS

The present terms and conditions as well as every amendment of them are governed by and interpreted according to the Greek law. If any provision is considered invalid or reversible, it expires ipso iure, without the force of other terms being affected by this reason. According to Directive 2013/11 / EC, which was incorporated in Greece with JM 70330/2015, the possibility of electronic settlement of consumer disputes with the Alternative Dispute Resolution procedure (ADR) is now provided throughout the European Union. If a customer has the status of a consumer (ie an individual acting outside his professional capacity) and has any problem with a purchase made through our Website, he can initiate the ADR process through the platform for electronic dispute resolution (platform ADR) available at <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

8. DATA PRIVACY

The Company complies with the current legal framework regarding personal data protection (in particular with the General Data Protection Regulation (GDPR), Law 4624/2019 and Law 3471/2006).



PRIVACY NOTICE

Data privacy is of high importance for ANDRONIS and we want to be open and transparent with our processing of your personal data. We therefore have a policy setting out how your personal data will be processed and protected.

The processing of personal data is done in accordance with the provisions of the General Data Protection Regulation (GDPR 2016/679), more specific national and European legislation for certain sectors, the current Greek legislation for the protection of personal data (Law 4624 / 2019), as well as for the protection of personal data and privacy in the field of electronic communications (Law 3471/2006, as applicable) and the decisions of the Hellenic Data Protection Authority (HDDPA)

Who is the controller of your personal data?

The Greek company " Andronis Caldera S.A." (hereinafter referred to as "ANDRONIS") is the controller of your personal data under applicable law.

Where do we store your data?

Unless otherwise provided in this Privacy Notice, the data we collect from you is stored within the European Economic Area.

Your rights

Right to access: You have the right to request information about the personal data we hold on you at any time. For this purpose, you can send us an e-mail to the above email address

Right to portability: Whenever ANDRONIS processes your personal data by automated means based on your consent or based on an agreement, you have the right to get a copy of your data on a structured, commonly used and machine readable format. You can also request to have your data transferred to a third person. This only includes the personal data you have submitted to us. In order to exercise the above right you can send us an e-mail to the above email address

Right to rectification: You have the right to request rectification of your personal data if the information is incorrect, including the right to have incomplete personal data completed. If you have a ANDRONIS account, you can edit your personal data under your account. You can also send us an e-mail to the above email address

Right to erasure: You have the right to ask for your personal data, which are processed by ANDRONIS, to be erased at any time, especially when:



Your personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed

The processing of your data is based on your consent and you withdraw that consent

Your data have been illegally processed.

The above right does not exist in particular where:

The processing of your data is necessary to establish, exercise or defend legal rights

The processing of your data is necessary to comply with a legal obligation of ANDRONIS that requires processing.

In any case, we will notify you whether or not your claim is satisfied and, in the event of non-satisfaction, the reasons involved in it.

In order to exercise the above right you can send us an e-mail at dataprivacy@ANDRONIS.com

Right to object: You have the right to object to the processing of your personal data which is based on legitimate interest of ANDRONIS. In that case, we will not continue to process the personal data unless we can demonstrate compelling and legitimate grounds for the processing which overrides your interest and rights or to establish, exercise or defend legal rights. In order to exercise the above right you can send us an e-mail to the above email address

Right to object to direct marketing: You have the right to object to the processing of your personal data for direct marketing purposes. You can state your preference by email to the above email address

Right to restriction: You have the right to request the restriction of processing of your personal data under the following circumstances:

If you question the accuracy of your personal data and until ANDRONIS verifies their accuracy.

If processing of your data is unlawful and you object to their erasure by asking instead restriction of their use.

If ANDRONIS no longer needs your personal data for the purpose of processing, but the data is necessary to establish, exercise or defend legal rights

If you object to the processing of your data by ANDRONIS which is based on legitimate interest of the latter and until the existence of ANDRONIS's legitimate grounds overriding your



freedoms or rights has been verified. In order to exercise the above right you can send us an e-mail to the above email address

Right to complain with the competent data protection authority: If you consider ANDRONIS to process your personal data in an incorrect way, you can contact us to the above email address. You may also raise a complaint to the Hellenic Data Protection Authority or any other competent supervisory authority.

Updates to our Privacy Notice:

We may need to update our Privacy Notice. The latest version of the Privacy Notice is always available on our website.

ONLINE PURCHASE

Why do we use your personal data?

We will process your personal data to manage your purchase online at ANDRONIS by processing your orders and returns via our online services and send you notifications of the delivery status of your items. Your personal data is being used to identify you and to validate your legal age for shopping online and to confirm your address with external partners.

What types of personal data do we process?

We will process following categories of your personal data: #

- contact information, such as name and surname, address, e-mail address and telephone number, gender (if you choose to enter this information) and date of birth (if you choose to enter this information)
- payment method information (such as the payment method selected, the transaction date and the amount of payment)
- order information

If you have a ANDRONIS account, we will also process your personal data submitted in relation to the account, such as:

- shopping history
- wishlist

Who has access to your personal data?

Your personal data that is forwarded to third parties is only used to provide you with the services mentioned above. As a result, recipients of your personal data may be warehouses and



co-operating courier companies and our accountants/tax consultants. In any case, only the data, which are necessary for the provision by each partner of the corresponding service for which the transmission is made, are forwarded. Some of these recipient companies may have an independent right or obligation to process your personal data. In this case they act themselves as controllers.

What is the legal basis for processing your personal data?

The processing of your personal data is necessary for ANDRONIS to fulfil the service of managing and delivering the order to you.

How long do we save your data?

We will keep your personal data for three years from your last purchase.

DIRECT MARKETING

Why do we use your personal data?

We will process your personal data to send you newsletters and marketing offers via e-mail and/or phone (including through apps that make use of your phone number).

In order to optimize your experience as a ANDRONIS user, we will provide you with relevant information, recommended products, send you reminders of products left in your shopping bag and send you offers.

What types of personal data do we process?

We will process following categories of personal data contact information, such as e-mail address and telephone number gender (if you choose to let us know this information)

If you keep a ANDRONIS account, we will also process your personal data submitted in relation to the account such as:

- name
- address
- age
- shopping history
- wishlist



Who has access to your personal data?

Your personal data that is forwarded to third parties is only used to provide you with the services mentioned above. As a result, recipients of your personal data may be media agencies and technical suppliers for distribution of promotional messaging.

What is the legal basis for processing your personal data?

The processing of your personal data is based on your consent.

Right to withdraw your consent:

You have the right to withdraw your consent at any time by sending an e-mail to the above email address, and the right to object to the use of your personal data for direct marketing purposes. When you do so, ANDRONIS won't be able to send you any further direct marketing offers or information based on your consent. You can opt out from direct marketing by email to the above email address How long do we save your data?

We will retain your personal data for direct marketing purposes until you withdraw your consent or opt out from the use of your personal data for direct marketing purposes.

ANDRONIS ACCOUNT

Why do we use your personal data?

We will process your personal data to manage your personal account and in order to give you a more enjoyable user experience at ANDRONIS. We will provide you with your order history, details around your orders, refunds and points and enable you to handle your account settings. We will also provide you with easy ways to maintain accurate and updated information such as contact details and payment information. We will also allow you to store items in your cart and wishlist.

What types of personal data do we collect?

We will always process your e-mail address and password that you submit when you sign up for ANDRONIS account. We will also process following categories of personal data:

- contact information such as name and surname and e-mail address
- address and phone (if you choose to enter this information)
- date of birth (if you choose to enter this information)
- gender (if you choose to enter this information)



We will process the following categories of personal data if you buy and/or return products

- order history
- return history
- ANDRONIS Rewards

Who has access to your personal data?

Your personal data is forwarded to third parties only to the extent required to provide you with the services mentioned above and for that purpose.

What is the legal basis for processing your personal data?

The processing of your personal data for your account is based on your consent when you create your account.

Right to withdraw your consent:

You have the right to withdraw your consent at any time by sending an e-mail to the above email address. When you do so, your account will cease to exist.

How long do we save your data?

We will keep your personal data for as long as you have an active account. You have the right to terminate your account at any time. If you choose to do so, we will keep your personal data only if there are any legal requirements and if there is an open dispute. Your account will cease to be considered active if you have not made any order for three years. After your account has become inactive your personal data will be deleted.

CUSTOMER SERVICE

Why do we use your personal data?

We will process your personal data to manage queries, to handle complaints, enquiries, product return issues and technical support matters. We may also contact you if there is a problem with your order.

What types of personal data do we process?

We will process any data you provide to us, including the following categories:

- contact information such as name and surname, address, e-mail address and telephone number
- payment information and payment history



- order information
- account information
- all correspondence in the matter

Who has access to your personal data?

Your personal data is forwarded to third parties, such as courier companies, companies managing returns and/or warehouses, only to the extent necessary to provide you with the services mentioned above and for that purpose.

What is the legal basis for processing your personal data?

The processing of your personal data when you have made an order is based on a contract of sale between us, otherwise it is based on our legitimate interest.

How long do we keep your personal data?

We will keep your personal data for five years from the final settlement of the request, enquiry, complaint, query or other matter

FULFILMENT OF LEGAL OBLIGATIONS

Why do we use your personal data?

We will use your personal data to comply with obligations in laws (including tax – accounting obligations), court rulings and decisions from authorities.

What types of personal data do we process?

We will process following categories of personal data as an example

- order number
- name and surname
- postal address
- transaction amount
- transaction date

Who has access to your personal data?

We will share your personal data with our associates, who will assist us in fulfilling our obligations mentioned above, such as our accountants and our tax and legal advisers.



What is the legal basis for processing your personal data?

The above processing is necessary to fulfil our legal obligations.

How long do we keep your personal data?

We will keep your personal data for as long as required by applicable law to comply with our obligations mentioned above.

PREVENTION OF MISUSE AND CRIME

Why do we use your personal data?

We will use your personal data to detect, prevent and deal with misuse of our services and to prevent and investigate cases of fraud and/or other criminal acts.

What types of personal data do we process?

We will process following categories of personal data as an example

- contact information such as name, address, telephone number and e-mail address
- order history and information
- history of deliveries and returns
- payment information

Who has access to your personal data?

Your personal data is forwarded to third parties only for purposes mentioned above. We may share your personal data with insurance companies, legal authorities and consultants, law enforcement authorities to complete investigations. Some or all of the above recipients may have an independent right or obligation to process your personal data acting in that case as controllers.

What is the legal basis for processing your personal data?

The processing of your personal data to prevent misuse of our services is based on our legitimate interest.

How long do we keep your personal data?

We will keep your data for the time we need to prevent and/or report potential fraud and other offences.



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