

Privacy and data protection notice regarding complaints about postal services

EETT is committed to protecting and respecting your privacy and complies with the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016) (GDPR).

EETT retains and processes the information you are providing by submitting this complaint, in order to assess your complaint, forward it to your provider, exercise legal competencies and communicate with you, if necessary (see EETT Decision No 687/327/05-04-2013, (Gov. Gazette 1874/B/31-07-2013) about the regulation on procedures for the settlement of disputes between providers of postal services and users, as well as the procedures for handling complaints of users). EETT will not disclose your personal data to other individuals, organizations or external entities, except those legally authorized for processing your complaint. Third party access to the case documentation is subject to Greek legislation regarding access to public documents.

EETT adopts reasonable policies and implements appropriate technical and organizational measures to protect your personal data. Your data is stored in databases hosted on secure EETT servers. These databases are protected by multi-level authentication and access is restricted to personnel who require access to the data to perform their tasks.

EETT retains the personal data for the time period laid down in applicable legislation and for as long as necessary to take the actions required to process the case. The retention time period per document category is defined in [EETT Decision No. 1070/29/10-4-2023 \(Government Gazette 3528/B/2023 – available](#)

[in Greek](#)).

As a data subject, you may request a copy of your personal information and exercise the right to rectification and restriction of processing (Articles 15, 16, 18 of GDPR). If you believe that your privacy is affected in any way, you may contact the Hellenic Data Protection Authority (HDPa).

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[More information about the protection of personal data by EETT](#)

If you have any question or comment regarding the use or protection of your personal data by EETT or you would like to exercise any of your rights, please contact us using the following contact details:

Team responsible for privacy-related issues:

- E-mail: GDPR@eett.gr
- Tel: 210 6151000

Data Protection Officer (DPO) of EETT: DP0@eett.gr