

Privacy Policy / GDPR

REMI S.A. respects the protection of personal data and processes the details of customers, partners and interested parties responsibly, transparently and in accordance with the General Data Protection Regulation — GDPR.

This Privacy Policy explains what information we collect, how we receive it, for what purposes we use it and what your rights are. The GDPR requires users to be clearly informed about who processes their data, what data is used and for what purpose.

1. Data Controller

The data controller is:

REMI S.A.

23rd Provincial Road of Kalyvia Thorikou, Kalyvia Thorikou, 19010, Greece

Branch: 16th km Marathonos Avenue, Pallini 15351, Greece

Telephone: +30 22990 48900

Email: info@remi-sa.com

2. What personal data we collect

The company may collect and process the following data:

- Full name
- Company name
- VAT number, tax office and professional details, when required for a transaction
- Billing address
- Delivery or installation address
- Landline or mobile telephone number
- Email address
- Country, city or region
- Contact person details
- Information provided by telephone, email, contact form or through a partner/call center
- Information required for offers, orders, invoices, delivery notes, packing lists and other commercial or accounting documents
- Technical information regarding the products requested by the customer, such as umbrella type, dimensions, colors, fabric, printing, base, accessories, delivery location or special requirements

Technical data may also be collected through the website, such as IP address, cookies, browser information, device information and website usage information.

3. Where the data is collected from

Data may be collected through the following channels:

- Through the website
- Through the online configurator or 3D configurator
- Through a contact form
- Through email
- Through telephone communication
- Through a call center or external communication partner
- Through a physical visit or meeting
- Through commercial communication with a salesperson or company partner
- Through an order, offer, invoice or product shipment
- Through advertising activities, such as Google Ads, Facebook, Instagram or other social media platforms, when the user completes a lead form or contacts the company through these channels

The configurator is a tool for collecting interest and technical selections, so that the company can contact the interested party and prepare a relevant technical or commercial offer.

4. Why we use the data

We use personal data for the following purposes:

- To contact interested customers
- To respond to questions or requests
- To prepare commercial and technical offers
- To register orders
- To issue invoices, receipts, delivery notes, packing lists and other documents
- To organize shipments, transport or product deliveries
- To organize installations or technical works, where required
- To provide after-sales support, warranty service or technical support
- To comply with accounting, tax and commercial obligations
- To protect the company's legitimate interests
- To improve our services, customer support and website operation

5. Legal basis for processing

The processing of personal data is based on:

- The consent of the interested party, when they provide their details through a form, configurator, telephone, email or advertising lead form

- The performance of pre-contractual actions, when an offer, technical solution or commercial communication is requested
- The performance of a contract or order
- Compliance with the company's legal, tax and accounting obligations
- The company's legitimate interest in commercial communication, customer service, transaction security and the protection of its rights

The GDPR provides that personal data must be kept only for as long as necessary for the purpose of processing, unless there is a lawful reason for longer retention, such as accounting or legal obligations.

6. Telephone communication and call center

When you contact the company by telephone or through a cooperating call center, information such as name, telephone number, email, company, region, product of interest and basic information about your request may be collected.

This information is used exclusively for:

- Recording your request
- Allowing the company to contact you
- Preparing an offer
- Providing technical or commercial information
- Serving an existing or future order

7. Offers, orders and documents

The information you provide may be included or used in:

- Commercial offers
- Technical offers
- Order confirmations
- Invoices
- Delivery notes
- Packing lists
- Transport documents
- Accounting documents
- Warranty or technical support documents
- Internal production or shipment documents

The use of this information is necessary for the commercial, accounting, tax and technical operation of the company.

8. Use of the website and configurator

The website and configurator are used for information, product presentation and the collection of enquiries.

Through the configurator, the user can select technical product characteristics, such as model, dimensions, fabric, color, accessories, base, lighting, heating or printing.

These selections may be sent to the company together with the user's contact details, so that the company can prepare an offer or contact the user for clarifications.

The use of the configurator does not constitute an automatic order and does not create any financial obligation, unless a separate written acceptance of an offer or order is made.

9. Cookies and technical data

The website may use cookies or similar technologies for:

- The proper operation of the website
- Improving the user experience
- Website security
- Measuring website traffic
- Analyzing website usage
- The operation of forms or tools, such as the configurator
- The operation of advertising or statistical tools, such as Google Ads, Meta/Facebook Pixel, Instagram or other similar tools, where used

Where required by law, the user's consent is requested for non-essential cookies.

10. Who the data may be shared with

Personal data may be shared, where necessary, with:

- Company employees handling sales, production, shipments, accounting or technical support
- External call centers or communication partners
- Accountants and tax advisors
- Transport companies
- Installation or technical support partners
- Hosting, email, CRM or website technical support providers
- Advertising and statistical service providers, such as Google, Meta/Facebook, Instagram or other platforms, where such services are used
- Public authorities, where required by law

The company does not sell or rent personal data to third parties.

11. Data retention period

Personal data is retained only for as long as necessary for the purpose for which it was collected.

Indicatively:

- Contact details and offer requests are retained for as long as necessary for commercial communication and follow-up.
- Data relating to orders, invoices, delivery notes and other accounting documents is retained for as long as required by tax and commercial legislation.
- Website technical data and logs are retained for a limited period for security and technical operation purposes.

12. Rights of customers and users

Under the GDPR, you have the right:

- To be informed about the processing of your data
- To request access to your personal data
- To request the correction of incorrect or incomplete data
- To request the deletion of data, where permitted
- To request restriction of processing
- To object to processing
- To request data portability, where applicable
- To withdraw your consent, where processing is based on consent

The Hellenic Data Protection Authority states that individuals have the right to information, access, correction, deletion and restriction of the processing of their data.

To exercise your rights, you may contact the company at:

info@remi-sa.com

13. Data security

REMI S.A. takes appropriate technical and organizational measures to protect personal data against loss, unauthorized access, alteration, leakage or misuse.

Access to data is limited only to persons and partners who need the information to perform their work.

14. Contact

For any question regarding this Privacy Policy or the processing of personal data, you may contact:

REMI S.A.

Email: info@remi-sa.com

Telephone: +30 22990 48900

15. Changes to this Privacy Policy

The company may amend this Privacy Policy whenever required, in order to comply with changes in legislation, the operation of the company or its services.

The latest version will be available on the company's website.

Kind regards,

REMI S.A.