

## Privacy Policy

At Five Star Greece we are committed to protecting the privacy of our owners and clients, and handling personal data with transparency and care. This Privacy Policy explains how we collect, use, and protect information in compliance with the UK GDPR and the Data Protection Act 2018.

### 1. Information We Collect

We may collect the following types of personal data:

- Identity Data: Includes your first name, last name, title, date of birth, and gender.
- Contact Data: Comprises billing address, delivery address, email address, and telephone numbers.
- Financial Data: Such as bank account and payment card details.
- Transaction Data: Details about payments to and from you and other related services.

### 2. How We Collect Your Data

We gather personal data through:

- Direct Interactions: Information you provide by filling in forms, contacting us via post, phone, email, or other methods.
- Third Parties or Public Sources: We may receive personal data from third parties, such as property management companies or marketing agencies.

### 3. How We Use Your Data

We process your personal data in the following ways:

- To Perform a Contract: Registering you as a client and facilitating property rentals.
- For Legitimate Interests: Recovering debts or improving our services.
- To Comply with Legal Obligations: Meeting regulatory or law enforcement requirements.

Where we rely on consent as the legal basis for processing, you may withdraw it at any time.

### 4. Data Sharing

We may share your personal data with:

- Service Providers: Companies providing IT, system administration, and payment services.
- Professional Advisers: Including lawyers, accountants, and insurers.
- Public and Regulatory Authorities: Such as HMRC or other enforcement bodies.

### 5. International Transfers

We will only transfer your personal data outside the UK or EEA when necessary and in compliance with UK GDPR. Where such transfers occur, we ensure appropriate safeguards, such as Standard Contractual Clauses (SCCs), are in place.

### 6. Data Security

We have implemented technical and organizational measures to secure your personal data.

This includes encryption, restricted access, and secure storage facilities to prevent unauthorized access, use, or disclosure.

#### 7. Data Retention

We retain your personal data only as long as necessary to fulfill the purposes for which it was collected. Retention periods are determined based on legal, tax, and accounting requirements.

#### 8. Your Legal Rights

Under the UK GDPR, you have the following rights:

- Access: Request a copy of the data we hold about you.
- Correction: Rectify inaccurate or incomplete data.
- Erasure: Request deletion of your data in certain circumstances.
- Restriction: Limit the processing of your data.
- Data Portability: Obtain and reuse your data for your own purposes.
- Objection: Object to processing for direct marketing or legitimate interests.

To exercise these rights, please contact us using the details below.

#### 9. Automated Decision-Making

We do not use your data for automated decision-making, including profiling, without your explicit consent.

#### 10. Contact Us

If you have questions about this Privacy Policy or your data rights, contact us:

- Email: [info@fivestargreece.com](mailto:info@fivestargreece.com)
- Postal Address: **Julian Way, Julian Hill, Harrow, HA1 3NE, UK**
- Phone: **+442084224885**

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) if you believe your data rights are being violated.

#### Policy Updates

We reserve the right to update this Privacy Policy. Any changes will be communicated via our website or directly to you, where appropriate.

Last Updated: 15/11/2024