



INFORMATION ON THE PROCEDURE FOR SUBMITTING A REQUEST/COMPLAINT FOR PROVIDING ACCESS TO RECORDED CALLS

The company under the name "Hellenic Electricity Distribution Network Operator S.A." and the distinctive title "HEDNO S.A." or "HEDNO" (hereinafter the "Company", "HEDNO"), based in the Municipality of Athens, 20, Perraivou and 5, Kallirrois str., P.C. 117 43 Athens, with Company Registration no. 41268/01/B/98/411 and TAX ID no.: 094532827, Tax Office: Commercial Companies Athens Office (FAE Athinon) is responsible for the development, operation and maintenance of the Hellenic Electricity Distribution Network (HEDN) in order to ensure its efficient and safe operation, as well as the transparent and impartial access of all network users thereto. HEDNO S.A.'s key priority is the protection of the personal data they are processing, acting in their capacity as Data Controller. The Company is obliged under the General Data Protection Regulation to ensure the enforcement of the rights of the data subjects, by facilitating their exercise in a concise, transparent, understandable, and easily accessible form.

This notice aims to provide you with transparent information about the procedure for submitting a request/complaint for providing access to recorded calls to HEDNO. The Company describes in this notice detailed steps for successfully submitting a request to be granted access to recorded calls or your data.

More specifically, the users wishing to submit such a request should follow the steps below:

A. Submission of request for providing access to recorded calls via the certified users service application via the General Secretariat of Information Systems/visitors.

1. Log in to the certified users service application via the General Secretariat of Information Systems (access with TAXISnet details) /or visitor (<https://apps.deddie.gr/ccrWebapp/>) and select "Create a new request".
2. Select the request category: "Access to recorded calls".
3. To submit the request:
 - Fill in the identification and contact details.
 - Fill in the TAXISnet details, if you wish (if you have selected to log in via the General Secretariat of Information Systems, this information shall be automatically entered).
 - You have the option to choose the time period of the recorded calls you wish to gain access to. It should be noted that calls over twelve (12) months old shall not be available, based on the data minimization principle.
 - You should enter the e-mail address to which you wish the recorded calls to be sent.



B. Submission of request/complaint for providing access to recorded calls via the contact form on the Company's website

Select the "Complaint" category in the field "Select the subject you're interested in". Then, select the "Provision of access to recorded calls of the Call Center" or "Request information" subcategory. In this case, you will be redirected to the certified users service application via the General Secretariat of Information Systems/or visitors (<https://apps.deddie.gr/ccrWebapp/>). (See above paragraph A).

Upon submission of your request, you will receive an SMS notice to confirm the successful submission of your request. The request will be recorded in the user service platform and will be forwarded to the competent HEDNO S.A. Department.

We would like to inform you that HEDNO, in its capacity as Data Controller and as per article 12, par. 3 of the General Data Protection Regulation ("GDPR"), must provide users with information about any action taken following a request pursuant to articles 15 to 22, GDPR, without delay and in any case within one (1) month of receiving the request. Depending on the complexity of your request as well as the number of requests we are processing, this period of time may be further extended to two (2) more months, if so required. In case of an extension, HEDNO shall subsequently inform you of this extension within one (!) month of receiving the request, as well as regarding the reasons for the delay.

In case of a request for access to data, as defined in the GDPR, the quest should be sent by e-mail to the following address dpo@deddie.gr

The above actions aim at providing better, faster, and transparent information to the data subjects, as per the provisions of the GDPR and No. 322/2023 Recommendation of the Hellenic Data Protection Authority to our Company.