

MYAVIS Website Privacy Policy

The company "OLYMPIC COMMERCIAL & TOURIST ENTERPRISES SINGLE-MEMBER SA" (hereinafter "Avis" or "company" or "we" or "our") located in Chalandri, Attica, 50A Vas. Georgiou Street, tel. 2106879800 and 8015005555, e-mail address contact@avis.gr acting as data controller collects, stores, and generally processes personal data from this website.

1. Data we collect and how we use it

We make sure that we only collect data that is strictly necessary to serve the purpose for which they were given and that we use it solely within the context of this purpose. We will use your contact data to keep you informed about the lease and about new offers and services. Except for any data collected through Cookies (see cookie policy [here](#)), the collected data is limited to what you have provided yourself for a specific purpose. We collect the following data:

My Avis App: At the beginning of our cooperation you automatically gain access to the MyAvis digital customer platform through which you can book a service appointment for your car as well as have access to many other services. The legal basis is our company's legitimate interest in providing prompt and effective services to its customers.

Lease application assessment: To assess a long-term car lease application, we ask the prospective leaser and -when needed- the guarantor, for the following data: full ID data, copy of ID, home address, telephone number, e-mail address, VAT number, tax clearance notes, copy of payroll. During this stage we may process data from the tool Check by Tiresias and Credit Eye by ICAP. The purpose of processing is to evaluate your application and sign a lease agreement and legal basis is the company's legitimate interest to reduce its risk.

Lease Agreement: For the conclusion of the contract, we need your full name and patronymic, home address, VAT number and Tax Office, ID card driver's and license data as well as a copy of these documents, and, if the process is completed digitally, your digital signature. The purpose of processing is the conclusion and in general the management of the lease agreement and the legal basis is the contract.

«Switch by Avis»: To subscribe to the program «Switch by Avis» you will be asked for your name, surname, address, telephone number, email address, birth date, driving license number and copy, ID/passport number and ID/passport copy. The purpose of processing is the subscription to the program «Switch by Avis» and the car lease taking advantage of all the benefits of the program and the legal basis is the contract. Since the only way of payment is by credit/debit card, you will need to enter all your card's data on the safe platform of VIVA or PAYPAL (e-money institutions). Avis has no access to your card's data. For more information on how VIVA or PAYPAL process your data you can read the relevant Privacy Policies at their websites.

Newsletter signup: If you wish to be informed about the company's news (e.g. new products/or services available to you, new offers, new car rental stations, etc.) you will be asked for your email address, your full name and your region (optional). The purpose of processing is to keep you informed and promote new services and the legal basis is your consent.

Contact: The company may use your data to respond to requests/questions you submit (through our Contact Center, contact forms or virtual assistant). You will be asked your name, email address, phone number, plate number and message. The purpose of processing is to respond to requests/questions and the legal basis may be the contract (pre-contractual stage or service of the contract) or your consent. The data is kept for 2 years.

Response to your requests related to your personal data: In order to satisfy any of your rights (access, deletion, correction etc) you will be asked for identification data and your signature. The purpose of processing is to satisfy your request and legal basis is compliance with our legal obligations.

Participation in online promotions / competitions: The company processes data, which you give in order to participate in a competition, and if you are among the winners, it notifies you in order to deliver your gift. The purpose of processing is to promote company's services and the legal basis is your consent and the contract for the of delivery of the gifts.

Participation in market surveys / customer satisfaction questionnaires: The company processes data which you give in order to participate in online surveys and customer satisfaction questionnaires. You can enter all information and none, at your choice. The purpose of processing is to improve the features of our services offered to you and the legal basis is our legitimate interest in the improvement of our services based on your evaluations.

Profiling: The company processes your data as well as Social Network Usage Data given directly from you or from the respective social network providers to send targeted newsletters that better meet your needs and preferences as well as to evaluate and improve our products / services (research and/or analysis to better understand your needs, research and evaluation to improve existing products and/or services and develop new ones, evaluation for the creation of new programs, offers, etc.).

Commercial Communications: The Company processes your data as well as Social Network Usage Data given directly from you or from the respective social network providers for the purpose of creating targeted online campaigns for you with the aim of advertising and promoting our products and services by electronic means, including conducting competitions / events, providing loyalty programs and conducting customer satisfaction surveys.

Compliance with applicable legislation: The company processes your data in order to be able to meet its legal obligations, such as compliance with tax and insurance law, highway Code or vehicle insurance coverage resulting from an active insurance contract. Legal basis is compliance with our legal obligations.

2. Who are the recipients of your data?

Avis will not transmit or share your data to third parties (other than those mentioned herein) for any purpose or use unless this becomes mandatory by the applicable legislation or by public or judicial authorities. The existence of public interest as well as the need for exercising public authority will be examined prior to the transmission.

Only the necessary staff, bound by confidentiality agreements, has access to your data. Other recipients may be cooperating companies such as: car dealers, cooperating insurance companies and road side assistance companies, cooperating vehicle repair, refinishing, or maintenance companies, cooperating call centers, banks and electronic payments companies, cooperating IT systems and platforms' maintenance companies including the virtual assistant, cooperating companies that provide communication, ~~and~~ marketing and customer satisfaction support, chartered accountants companies that audit company's financial statements as well as other audit companies that may need to carry out external audits on behalf of our company. Other companies of the ABG Group will have access to the data you provide to us solely for the program «Switch by Avis». Regarding your credit/debit card's data, only VIVA or Paypal will have access to them.

The above have agreed and contractually committed with the company to respect confidentiality, refrain from sending your data to third parties without the Company's permission, take appropriate security measures, comply with the legal framework on personal data protection, in particular Regulation (EU) 679/2016 and Greek Law 4624/2019.

Finally, we may need to disclose your personal data to a potential buyer as well as to his associates or advisers in the event of a sale, merger, restructuring, liquidation or acquisition of our company. In this case, the recipient will comply with our privacy policy.

3. When do we delete your data?

We only keep your data for the necessary time to fulfill the purpose of processing in compliance with the applicable legislative provisions. Exceptionally, they may be maintained for longer if this is required to defend our interests or to rebut claims. The usual retention times are:

All data regarding our cooperation will be kept for a minimum period of eleven (11) years from the end of the lease. The data of the driver of the vehicle will be kept for a minimum of five (5) years from the end of the year in which we were notified regarding the cessation of use of the vehicle by the respective driver. This period may be extended in case of legal claims or criminal proceedings in which the driver is involved.

All data given during the pre-contractual stage will be kept for two (2) years from the end of the year of the offer expiry or the subscription end. Copies of IDs and licenses for the subscription to "Switch by Avis" are deleted after two (2) years from the end of the year the subscription ended. For Credit/Debit card's data that you provide to VIVA for the program «**Switch by Avis**» the retention time is stated at its Privacy Policy.

Data that you give us for communication purposes (requests or questions) will be kept for two (2) years from their submission if you did not proceed with the lease agreement. Any communications during the contractual stage are kept for 5 years from the termination of the cooperation.

All data from the newsletter sign up are kept until you revoke your consent. Your consent for receiving a newsletter is kept for as long as you receive the newsletter, unless you choose to unsubscribe, in which case it is maintained for one (1) year after your consent has been revoked.

Data processed for your participation in competitions and/or market surveys will be retained for as long as necessary for the completion of the competition or survey and subsequently they are deleted or anonymized.

Data processed from your participation in customer satisfaction surveys will be retained for the duration of our cooperation.

The data you provide to us through your requests (access, correction, deletion, etc.) is kept for two (2) years from the processing of the request unless, on these grounds, a dispute has arisen, in which case the time of observance will be extended until this (dispute) is finally settled.

Regarding cookies you can see more [here](#).

4. Is your data safe?

At Avis we are committed to protect your data. We have taken all appropriate organisational and technical measures, which are kept updated to provide a high level of protection from any kind of random or illegal processing. These measures shall be reviewed and amended when necessary.

5. What are your rights?

You have the right of accessing your data, the right of rectification, erasure, data portability, restriction and objection to the processing of your personal data. If you have given your consent to the collection, processing and use of the data, you can withdraw it at any time with future effect. In order to exercise your rights, you can submit a request to the e-mail address gdpr@avis.gr and we will make sure that we process it and reply to you, free of charge, within one (1) month of receipt. Exceptionally and after informing you, we may need an extension of two (2) months. If your request is clearly unfounded or excessive, especially because of its repetition, the company may impose a reasonable fee, taking into account the administrative costs of providing the information or execution of the requested action or refuse to follow up the request.

In the event that your request is unduly not met, you have the right to lodge a complaint with the Data Privacy Authority through the www.dpa.gr website.

6. How can you exercise your rights?

In order to exercise your rights, you can submit a request to the e-mail address gdpr@avis.gr and we will make sure that we process it and reply to you, free of charge, within one (1) month of receipt. Exceptionally and after informing you, we may need an extension of two (2) months. If your request is clearly unfounded or excessive, especially because of its repetition, the company may impose a reasonable fee, taking into account the administrative costs of providing the information or execution of the requested action or refuse to follow up the request. If your request is unduly not met, you have the right to lodge a complaint with the Data Privacy Authority through the www.dpa.gr website.

7. Do we use automated decision-making including profiling when processing your data?

Avis, as part of the credit risk assessment of your application, carries out profiling, automatically classifying you according to the risk presented by your application.

8. Applicable Law

The applicable law is the Greek Law, in accordance with the General Regulation on the Protection of Personal Data (EU)2016/679 and the national and European legislative and regulatory framework for the protection of personal data.

9. How will you be informed of any changes to our privacy policy?

This policy may be amended at the discretion of AVIS. An updated version of this Policy, bearing an amendment date, will be displayed on our website for all users to be informed. We urge you to read it in order to be informed of any changes.

The website's privacy policy entered into force on 24/05/2018, its last amendment took place on 24/09/2024.