



Data Protection & Information
Security Department

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

The company with the name "Hellenic Electricity Distribution Network Operator S.A." and with the distinctive title "HEDNO S.A." (hereinafter the "Company", or "HEDNO"), with its registered office at 20, Perraivou & 5, Kallirrois str, Postal Code 117 43 Athens, with Company Registration no. 41268/01/B/98/411 and TAX ID number: 094532827 KEFODE Attica, is responsible for the development, operation and maintenance of the Hellenic Electricity Distribution Network (HEDN), to ensure its efficient and safe operation, as well as transparent and impartial access to the network for its users. HEDNO places a high priority on protecting personal data it processes in its capacity as a data controller, in accordance with applicable data protection legislation. Such processing is carried out under the conditions and safeguards set out in Regulation (EU) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (hereinafter "GDPR"), as applicable, as well as in accordance with the relevant national legislation [Law 4624/2019, Directives and Decisions of the Hellenic Data Protection Authority (hereinafter "DPA")], and in line with this notice and the corresponding policy of HEDNO.

This notice aims to provide transparent information to HEDNO customers regarding the procedure for requesting access to recorded calls held by HEDNO. Through this document, the Company provides detailed instructions for the successful submission of a request for access to a recorded call.

If you are not a contracted user of the HEDN, i.e. you do not have an active contract with the Network, the request for recorded calls must be submitted with a **solemn declaration via gov.gr** at **dpo@deddie.gr** and contain the **following details**:

- Telephone number from which the call(s) were made
- Period/Date of the call(s)
- Contact information (mobile phone and e-mail where you wish to receive the calls)

Please use the following pre-printed text in the declaration via gov.gr: *"I request the granting of the recorded call I made with HEDNO S.A., from number _____ on _/ _/ _.* I declare that my contact phone number is _____ and my email address for receiving the calls is _____."



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If you are a contracted user of the HEDN, the submission of a request for access to recorded calls is carried out using login credentials from the General Secretariat for Information Systems (GSIS) (TaxisNet codes).

In particular, interested parties wishing to submit a request, must follow the steps below:

A. Submission of request for recorded calls via the service application.

1. Log in to the certified users service application via the General Secretariat of Information Systems (access with TAXISnet details) (<https://opps.deddie.gr/ccrWebopp/>) and select "create a new request".
2. Select the request category: "Access to recorded calls".
3. When registering the request the following item is required:
 - Telephone number from which the call(s) were made
 - Period/Date of the call(s)
 - Supply Number
 - Identity details (first and last name) exported from the GSIS
 - Contact details (mobile phone or e-mail address)

Then, interested parties receive a One-Time Password (OTP) confirmation code on the mobile phone or email they have registered, in order to verify the accuracy of their information and complete the process.

Please note that the retention period for recorded calls to HEDNO's call center (8004004000, 11500, or 2111900500) does not exceed one (1) year. Records of calls prior to one (1) year are not available.

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

From the available options under the category "Select the issue you are interested in," interested parties should choose either "Complaint" or "Information Request." They will then be directed to the customer support application (<https://opps.deddie.gr/ccrWebopp/>) to follow the steps specified in Section A.



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HEDNO as data controller and in compliance with Article 12 par. 3 of the General Data Protection Regulation ("GDPR"), shall provide the data subject with information on the actions taken in response to a request made under Articles 15 to 22 of the GDPR without undue delay and, in any case, within one (1) month of receiving the request. This time limit may be extended by an additional two (2) months if necessary, taking into account the complexity of the request and the number of requests received. In the event of an extension, HEDNO shall inform the data subject of the extension within one (1) month of receiving the request, including the reasons for the delay, the right to lodge a complaint with the Authority, and the possibility of seeking legal action.

In the case of a request for access to data, as defined in the GDPR, the request should be submitted by email to **dpo@deddie.gr**

The above actions aim to provide data subjects with better, faster, and more transparent information, in accordance with the provisions of the GDPR and Law No. 322/2023 Recommendation of the Hellenic Data Protection Authority to our Company.