

Privacy Notice

Website www.nationalopera.gr



Which data do we collect from you?

- Data we collect through cookies. Please check our Cookies Policy.
- When you subscribe to our newsletter: Email address, if you have received our newsletter, if you have opened it, if you have unsubscribed from it and categorized it as 'spam', which links on the newsletter you were most interested in
- When you communicate with us: email address, name, any information you include in your message
- When you purchase tickets: Full name, Email Address, Phone Numbers, Information related to your reservation, Payment information. We do not process credit/debit card information under no occasion.



Why do we process your personal data and on which legal basis?

- To provide you with access to the Greek National Opera services, based on our legitimate interests
- To constantly update our website and provide you with the best browsing experience, if you have consented to the use of cookies
- To communicate with you, when you request it, based on our legitimate interest
- To communicate with you regarding any tickets you have purchased, based on our contractual relationship
- To keep our website secure, based on our legitimate interests
- To keep you updated on our news through our newsletter, based on your consent



Who controls and processes your personal data?

- The Data Controller for your data is the Greek National Opera.
- Your data is also processed by the following Data Processors:
 - 1) Microsoft, which provides us with our email addresses
 - 2) Ticketservices, which provides ticketing services
 - 3) Centiva, which develops our website
 - 4) Third parties for analytics and marketing purposes. Please check our Cookies Policy for more information on these third parties.



For how long and where do we keep your data?

The retention period of your data differs, according to the use:

For the data collected through cookies, please read our Cookies Policy

For the purchase of tickets, we keep the data for 1 year

- When you subscribe to our newsletter, we keep your email address until you request us to delete it or withdraw your consent
- Your data is stored in servers in Germany and Greece, and is thus protected by the EU legislation
- We take all appropriate measures to keep your data safe at all times



Which rights do you have?

You may ask us:

To provide you with a copy of the personal data we have for you

To correct some data if it is not correct

To erase your data

To stop processing your data or delimit its processing to certain uses

To send your data to another company or entity through a logical means

To withdraw your consent if you have given it to us (i.e. to subscribe to our newsletter)



How can you exercise your data?

Send an e-mail to the Greek National Opera Data Protection Officer at the e-mail address: dpo@nationalopera.gr or a letter to the address Greek National Opera, Stavros Niarchos Foundation Cultural Centre, Andrea Syggrou 364 avenue, 17674, Kallithea, Greece.

We will respond to you within 30 days from the reception of your request.

If you feel that the protection of your personal data has been violated, you may file a complaint with the Greek Data Protection Authority (www.dpa.gr).