PRIVACY POLICY

This Privacy Policy explains how HOLMES PLACE EAST MED BV (hereinafter: “the Company”, “we”, “us”) collects, uses, stores and protects your personal data when you visit and use the website www.KōRyoga.gr (hereinafter: “Website”), in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and Greek law.

1. Data Controller
HOLMES PLACE EAST MED BV
Email: info@KōRyoga.gr
Address: AGIOU KONSTANTINOU 40, City/Postal Code: MAROUSI 15124
Tax No.: 999868803
General Commercial Registration No: 124401701001

2. What data we collect
During your visit to the Website we may collect the following data:
• Name
• Email address
• Phone number
• Payment details (through third-party payment providers)
• Reservation/participation history
• IP address and browsing data
• Cookies and similar technologies (see Cookies Policy)

3. For what purposes do we use the data
Your personal data is used only when there is a lawful basis, and specifically:
• To provide our services (e.g. classes reservations etc.)
• For customer service
• For sending updates/newsletters (only with consent)
• For fulfilling legal obligations
• For statistical and analytical use (anonymous)

4. Legal basis for processing
The processing is based on the following legal bases:
• Contractual execution (e.g. services reservations)
• Consent (e.g. newsletter)
• Legitimate interest (e.g. optimization of user experience)
• Legal obligation (e.g. accounting/tax)

5. Who has access to the data
Personal data may be transferred to:
• Internal executives and authorized personnel
• Payment and reservation system providers
• External partners for marketing, CRM, IT support (under processing contracts)
• Public authorities, if required by law
We do not transfer data outside the EU, unless appropriate safeguards are provided (e.g. SCCs).

6. Retention period
Your personal data is retained:
• As long as necessary to fulfil the purpose of collection
• In accordance with tax/accounting requirements (e.g. up to 10 years)
• Or until you withdraw your consent, under which the legal basis lies

7. Your rights
According to GDPR, you have the following rights:
• Right to access your data
• Rectification of inaccurate or incomplete data
• Erasure (“right to be forgotten”)
• Restriction of processing
• Data portability
• Objection to processing
• Withdraw consent at any time
To exercise your rights, please contact: info@KōRyoga.gr

8. Data Security
We take appropriate technical and organizational measures to protect your data against loss, unauthorized access, alteration or destruction.

9. Cookies
The Website uses cookies to optimize the user experience. Detailed information is included in the [Cookies Policy].

10. Policy Amendments
This Policy may be updated periodically. Any changes will be published on the Website with a corresponding effective date.

11. Complaints
You have the right to file a complaint with the Hellenic Data Protection Authority (www.dpa.gr).