

**DETAILED TERMS OF PARTICIPATION IN THE
PROMOTIONAL PROGRAM
“E-bill Draw”**

The company “HELLENIC TELECOMMUNICATIONS ORGANIZATION S.A.” (hereafter “**OTE S.A.**” or/and the “**Organizer**”), located at the municipality of Marousi in Attica, at 99, Kifisias Avenue, organizes a program titled “E-bill Draw” (hereafter the “**Program**”) in order to offer gift vouchers.

For the realization and publicity of the Program, the Organizer has selected as partners the companies “Bold Ogilvy Communications S.A.” and “HEADLINE WORLDWIDE MANAFAS C. & CO. LP” (hereafter the “**Partner**” or “**Partners**” accordingly).

The scope of the present detailed terms (hereafter “**Detailed Terms**”) is the determination of the terms of participation in the Program, the draw and the designation of the Winner, as well as of the advertising communication of the Program.

1. The Organizer wishes to proceed with the communication of its products and services via promotional activities. Within this framework, it organizes the present Program, offering prizes to the winners of the draw (explicitly stated below).

The personnel of OTE Group, GERMANOS and in general of the group of companies of OTE as well as of the companies associated with them in any way, the personnel of those, the owners and personnel in the stores of GERMANOS/COSMOTE Corners and of the companies Bold Ogilvy Communications S.A. and HEADLINE WORLDWIDE MANAFAS C. & CO. LP, as well as the spouses and relatives of the above of up to second degree are excluded from the right to participate in the Program. Moreover, individuals who lack legal capacity do not have the right to participate in the Program.

2. The duration of the Program is specified from 00:00:01 of Wednesday July, 1 of 2020 to 23:59:59 of Wednesday September, 30 of 2020 (hereafter the “**Duration**”). For participations to be considered as valid, they must be submitted within the Duration of the Program. Throughout the Program, three (3) monthly draws will take place on the dates mentioned in clause 4 of the present Terms. In every draw automatically participate the subscribers of the Organizer who have their electronic mobile bill activated (hereafter “**e-bill**”), have downloaded My COSMOTE App and have paid their latest bill via My COSMOTE App. Each Participant is entitled to one (1) participation in every monthly draw, given that he/she fulfills the participation criteria. For participations to be considered as valid, they must be submitted within the Duration of the Program.

3. The customers of OTE who have their electronic mobile bill activated, have downloaded My COSMOTE App and have paid their latest bill via My COSMOTE App up to the last day of each month have the right to participate in the Program. For the activation of their e-bill, the participants must also accept the terms of use of the specific service.

4. Each Participant is exclusively responsible for the truth, accuracy, completeness and correctness of the data he/she will submit. In case the Participant submits possibly incomplete or inaccurate data, the Organizer holds the right, throughout the Duration of the Program, as well as after its termination, to exclude him/her from the procedure, even at the stage of delivery of the Prize without any claim or demand possible on his/her behalf.

5. In total, three (3) monthly draws will take place with five (5) winners and five (5) runner-ups designated every month. The three (3) monthly draws in total will be realized via electronic means at the premises of Bold Ogilvy Communications S.A. at 10, Imathias Street, Gerakas – Attica, as follows:

1. The first draw will be realized on August, 3 of 2020 at 11:00 and will involve the participations of July 2020 until 31/07/2020. Through the draw, five (5) winners and five (5) runner-ups will be designated.
2. The second draw will be realized on September, 1 of 2020 at 11:00 and will involve the participations of August 2020 until 31/08/2020. Through the draw, five (5) winners and five (5) runner-ups will be designated.
3. The third draw will be realized on October, 1 of 2020 at 11:00 and will involve the participations of September 2020 until 30/09/2020. Through the draw, five (5) winners and five (5) runner-ups will be designated.

If for any reason, the realization of the aforementioned draws on the specific date and time is not possible, OTE reserves the right to change their date and time via prior notification on its website www.cosmote.gr. The Draws will be realized via the use of electronic means, which safeguard the randomness of the selection and the failure of human intervention during the selection process of the Winners.

6. Through each monthly draw, five (5) winners and five (5) runner-ups will be designated.

If a Winner declares that he/she does not wish to receive the Prize or does not respond to any of the three (3) calls directed to him/her within a period of fifteen (15) days or it is impossible to contact him/her for any reason, then the first runner-up takes his/her place and the Organizer is released from any obligation towards the specific Winner, who cannot claim another Prize or any other fee or compensation.

The Winners will each win one (1) GERMANOS gift voucher of 100€ value (hereafter the “**Prize**”) granted according to the terms attached to the present Detailed Terms as Appendix A.

The Winners will receive their Prize within a period of two (2) months from their designation via courier company to the address (within Greece) that will be required by the Partner HEADLINE WORLDWIDE – MANAFAS C. & CO. LP. The Organizer undertakes the delivery costs. The Organizer is not responsible for any delays on the delivery of the Prize by the courier company. Upon delivery of the Prize, each Winner must present his/her identity card or passport in effect for the verification of his/her identity and sign the Statement of Acceptance and Receipt of the Prize. The Prizes are personal, are not transferred or exchanged, neither can they be replaced or redeemed at any price.

7. The communication with the Winners will be realized over the phone. More specifically, three (3) working days following the Draw and the designation of the Winners, the Partner HEADLINE WORLDWIDE – MANAFAS C. & CO. LP will contact each Winner over the phone to inform him/her that he/she has won the Prize. Upon delivery of the Prizes, the Winners must present their identity card or passport in effect for the verification of their identity and sign the Statement of Acceptance and Receipt of the Prize. Upon the telephone communication, the Winners will be asked to provide their full details (full name, ID card number, etc.) in order to verify their identity for the delivery of the Prize. In case that a Winner declares details that differ from the details registered in the Organizer's records or/and the subscriber does not give his/her consent in case the Winner is a user of the subscription, then the participation of the latter will be canceled and the first runner-up will be designated as the Winner.

8. The Organizer reserves the right to proceed with the cancelation of a Winner's participation at any stage of the Program, even at that of the delivery of the Prize, in case that: (a) The Winner does not does not fulfill the conditions of participation in the Program, according to the present Detailed Terms, (b) communication with the Winner is not feasible or the Winner does not respond or responds poorly within the predetermined timeframes specified on the present Detailed Terms or does not accept the Prize or/and (c) the Winner fails to present a valid identity or passport or other identification document upon delivery/receipt of the Prize.

9. It must be clarified that in case a Winner of the aforementioned Prize is the holder of a corporate connection, the Prize will be attributed to the user given that he/she will be declared as the user by legal person – connection subscriber and that he/she will present a certificate by the legal representative of the legal person, through which it will be declared and confirmed that he/she is the user of the particular phone number; otherwise the participation will be canceled and the Winner will not be entitled to the corresponding Prize.

10. The liability of the Organizer and its Partners is limited exclusively and solely to the provision of the set Prize in accordance with the present Detailed Terms. After the expiry of the Duration of the Program and the delivery of the Prize, as specified above, the Organizer and its Partners are neither liable, nor will they undertake any further liability towards the Participants or/and the Winner.

11. The Organizer reserves the right to announce the name of the Winners and runner-ups on its webpage. The post will include their first names and the first letter of their last names.

12. The Organizer, that is the limited liability company named HELLENIC TELECOMMUNICATIONS ORGANIZATION S.A. and with the distinctive title OTE, located at the municipality of Marousi in Attica, at 99, Kifisias Avenue and with contact number for the Program +30 210-6177700, is responsible for the processing of personal data.

For participation in the Program, the following personal data is collected:

- Full name of connection holder

- Payment code for the verification of the connection
- Date of birth of the Participant
- E-mail of the Participant (if deemed necessary)
- Postal address

The purpose of collecting this data is for the realization of the Program, the publicity needs according to the present Detailed Terms and the awarding of the Prizes.

In case of dispute or complaint regarding the Program, the data shall be kept until the final resolution of the dispute.

Following the termination of the Program, the data will be destroyed in a way that its retrieval is not technically feasible.

The Organizer will not process the personal data of Participants for any other purposes besides those stated above. In case the Organizer wishes to use this data for other purposes, it can do it only after informing each Participant and receiving his/her explicit consent. For the organization and support of the Program, the Organizer might collaborate with third parties, which may gain access to the personal data of the Participants. The Organizer is processing the data within Greece and the European Union.

For the organization and support of the Program, the Organizer is collaborating with:

A) Bold Ogilvy Communications S.A. / 10, Imathias Street, Gerakas, Attica

B) HEADLINE WORLDWIDE – MANAFAS C. & CO. LP / 80, Marinou Antypa Street, 14121 Neo Irakleio, Athens

The data that might be transmitted include:

- The Winner's full name
- The Winner's mobile phone
- The delivery address for the Gift Voucher

Apart from the aforementioned recipients, the Organizer does not reveal, process or publish the personal data to any third parties, excluding cases that its disclosure/transmission is enforced by the legislation in force.

The participants have the following rights regarding the processing of their personal data:

- Access and correction of their personal data in case of processing of inaccurate data related to them.
- Removal of their personal data in the case that this is no longer necessary for the Program.
- Limitation to the processing of their data.
- Objection to the processing of their personal data.
- Portability of their data to another party for processing, which involves getting their data in an appropriate format so that its transmission to another party for processing is technically feasible.
- Moreover, they reserve the right to submit a complaint in writing to the competent monitoring authority regarding the protection of personal data, that is, the Hellenic Data Protection Authority (3, Kifisias Avenue, 11523 Athens, + 30 210 6475600, contact@dpa.gr).
- For the exercise of their rights, the participants can send an email to customerprivacy@cosmote.gr or send a fax to +30 210251188 or a letter to the

Customer Service department of COSMOTE (99, Kifisias Avenue, 15124 Marousi) with the subject “Exercise of personal data rights”, accompanied by a copy of their identity card and mentioning their full name and the connection number of their mobile phone or landline.

- To get informed about personal data protection, participants can call for free at + 30 01197979 from a COSMOTE landline or at + 30 2144440898 from a COSMOTE mobile phone.

The Organizer applies the appropriate organizational and technical measures for the security of the data and its protection against accidental or illicit destruction, accidental loss, corruption, prohibited dissemination or access and any other form of illicit processing. More information about this issue is provided in the related article of the [General Data Privacy Notice](https://www.cosmote.gr/cs/cosmote/gr/dataprivacypolicy.html) at <https://www.cosmote.gr/cs/cosmote/gr/dataprivacypolicy.html>

The Organizer bears no responsibility for any leak of personal data of the Participants due to sharing of any data on their behalf on webpages of third parties or other webpages on the internet.

The terms related to participation in the Program keep having a binding effect on the Participants after the termination of the Program and for as long as they have the right to access this content, in accordance to the above.

13. The present Detailed Terms have been submitted to Harikleia Spiridopoulou, notary based in Athens (26-28, Asklipiou Street, Athens). Any Participant or third party has the right to acquire on his/her expenses an exact copy of the present terms, as submitted to the aforementioned notary. Moreover, the Detailed Terms, throughout the Duration of the Program, will be displayed on the webpage of the Program at <https://www.cosmote.gr>

14. Throughout the Duration of the Program, the Organizer reserves the right to modify or/and recall it, change the dates of its realization or any other of its terms, change the Prize offered for another of equivalent value, as well as the way of its awarding via a notification on the webpage <https://cosmote.gr> which will be displayed before the modification or change. Any modification will be submitted to the aforementioned Notary, will form an integral part of the present Detailed Terms, which are all considered substantial, and will be valid as of their publication on <https://cosmote.gr>. The Organizer is not in any way liable against the Participants or/and any third party for any direct or indirect damages and expenses that might accrue from any failure, malfunction or delay or any other reason related to the implementation of the Program.

15. With their participation in the Program, the Participants accept explicitly and unreservedly the present Detailed Terms in their entirety. The Participants declare and safeguard that they have accepted the terms of use of the webpage and of the Security and Confidentiality Policy of the Organizer displayed on the webpage <https://www.cosmote.gr>, as well as the Detailed Terms of participation in the present Program and recognize and subsequently waive of any related claim against the Organizer and its Partners.

16. The present terms are governed by the Greek law. Any dispute that may arise in relation to the Program and upon application of the present Detailed Terms will be resolved by the three-member committee decided by the Organizer and consisting of: a representative from the Department of Customer Care, a representative from the Legal Services and a representative from the Marketing Department. In case of non-resolution of dispute by the aforementioned committee, it shall be resolved by the Courts of Athens.

17. OTE reserves the right to modify the Prizes, as well as the number of those with a related modification, as well as the number of final Winners, by informing the Participants accordingly via its website.

18. Throughout the Duration of the Program and until the delivery of the Prizes, OTE reserves the right to use them for advertising purposes. The final recipients of the Prizes have no right to raise any claim against OTE due to the use of the Prizes for advertising purposes.

19. The liability of OTE is limited exclusively and solely to the provision of the set Prizes.

20. Participation in the Program entails access to the internet by the parties interested using their own technical means. The companies OTE, Bold Ogilvy Communications S.A. and HEADLINE WORLDWIDE – MANAFAS C. & CO. LP are not in any way responsible to ensure, assist with access to websites or facilitate the parties interested. Access to the website of the promotional activity is allowed only subject to the terms of operation of the private server and the technical and other requirements and specifications of the Program. Moreover, OTE, Bold Ogilvy Communications S.A. and HEADLINE WORLDWIDE – MANAFAS C. & CO. LP are not in any way responsible for any expenses accrued by the Participants/Users due to the aforementioned reasons.

21. Participation in the Program constitutes explicit and on behalf of the Participant statement of consent within the meaning of Regulation 2472/1997 and Regulation 3471/2006, as in effect currently, regarding the retention of his/her data, the use of personal data and its processing for the purposes of realization and publicity of the Program, as well as for purposes of updates and communication with him/her about the Program. The personal data of the Winner will not be shared with third parties and will be kept until the delivery of the Prizes and the completion of the purposes of the Program and will be then destroyed in accordance to Directive 1/2005 by the Data Protection Authority.

Appendix A

Gift Voucher Terms

1. The Gift Vouchers of GERMANOS are redeemed for merchandise of equal or greater value up to two (2) months after their receipt exclusively and solely in the GERMANOS network of stores in Greece. The Gift Vouchers of GERMANOS cannot be redeemed for services, such as, indicatively, bill payment, guarantee payment, ticket booking, service, top-up (intangible time or voucher) etc.
2. The store where the Winners can present the Gift Vouchers can be any store of the GERMANOS network of stores in Greece.
3. The Gift Voucher of GERMANOS cannot be redeemed for cash in any way, but only for merchandise of equal or greater value. For purchases of merchandise of smaller value than the nominative value of the GERMANOS Gift Vouchers, no cash refunds apply.
4. Each GERMANOS Gift Voucher, for reasons of security and uniqueness, bears the following security elements: a/a security hologram on its front side and b/ a unique 13-digit barcode on its front side. In case that the aforementioned security elements are in any way altered, thus putting the authenticity of the GERMANOS Gift Voucher in doubt, the store reserves the right to refuse its exchange with merchandise.
5. The GERMANOS Gift Voucher must be kept safe like cash, as in case of loss or theft, the GERMANOS Gift Voucher is neither replaced, nor canceled. The GERMANOS network of stores and the company GERMANOS Industrial and Commercial S.A. are not responsible in case of loss or theft of the GERMANOS Gift Voucher.
6. The GERMANOS stores will redeem the GERMANOS Gift Voucher presented to them for merchandise of equal value to its holder without verifying his/her identity and are not responsible to do so.
7. The invoice or receipt that will accompany the merchandise purchased after exchanging it with the GERMANOS Gift Voucher will bear a null value for payment as long as the value of the merchandise is equal to the value of the GERMANOS Gift Voucher, or the difference as long as the value of the merchandise is greater. This difference is paid by the holder of the GERMANOS Gift Voucher (the Customer).
8. If the value of the item is greater than the value of the GERMANOS Gift Voucher, the difference must be paid by its holder via any payment method (cash, cards etc.) generally accepted in the GERMANOS network of stores.
9. The holders of the GERMANOS Gift Vouchers will be able to redeem them exclusively during their validity period, as indicated on their front side.