

TERMS OF USE

A. WEBSITE'S TERMS OF USE

1. INTRODUCTION

1.1 The website www.greekmymind.com is the website of the company GREEK MY MIND - MARIA GEOR. VAKOUFTSI, headquartered in Pallini at 7 Athanasiou Diakou Street, PC 15351 with TIN 157675400, GCR No 178190003000 and e-mail address info@greekmymind.com

Through the above website, each visitor can be informed about the possibility of learning the Greek language and the possible ways of conducting the courses, they can attend a predetermined number of Greek language courses, which will be offered either face-to-face or online, but also attend recorded Greek language courses at various language proficiency levels.

The above company shall be hereinafter referred to as the "Enterprise".

Navigation by each visitor on the website <https://greekmymind.com/> which shall hereinafter be referred to as the "Website", the use of the services and the content and any transaction and/or communication through the "Website" shall be governed by all these terms of use.

1.2 Each visitor of the "Website" shall be able, in accordance with the specific provisions of these terms of use, to be informed on issues related to the learning of the Greek language and to procure the services and/or products, which the "Enterprise" sells through the "Website" following the steps indicated by the "Website".

1.3 The "Enterprise" shall inform each visitor of the "Website" that in no case the display of the products/services sold through the "Website" and/or the general operation of the "Website" shall be considered a proposal by the "Enterprise" to each visitor of the "Website" for entering into a sales contract of any of the products and/or services displayed therein and/or all of them.

2. CONDITIONS FOR THE USE OF THE "WEBSITE"

2.1 The visitor of the "Website", who shall be hereinafter referred to as the "User" unconditionally accepts and consents to all the terms of use of the "Website" in

any case when they navigate through the “Website”, regardless of whether they purchase products and/or services through the “Website” or not.

The “User” agrees that navigation through the “Website” itself shall imply that they have read, they are aware of and they accept all the terms of use of the “Website”.

In addition, the “Enterprise” states and the “User” accepts that, on the one hand, the “Enterprise” shall reserve the right to amend, repeal and revise these terms of use and, on the other hand, the “User” shall be obliged to be informed, each time ,before navigating through the “Website”, about the content of these terms of use and/or their respective amendments. The “User” accepts that in the case they do not agree with the content of these terms of use, in whole or in part, they must not continue their navigation in the “Website” and in case they continue the navigation, this shall imply their acceptance of the terms of use, as in force each time.

2.2 Through the use of the “Website”, the “User” shall be able, if they wish, to purchase services and/or products sold by the “Enterprise” as well as to be informed about the contents of the individual categories and pages of the “Website”.

2.3 The “User” accepts that for the use of the individual categories and/or pages of the “Website”, they may be required to declare certain personal or non-personal information in the fields indicated by the “Website” each time, such as, at the time of completion of an online purchase, etc.

2.4 The “Enterprise” states that the use of the “Website” shall be allowed to persons who have reached the age of 18 years.

2.6 The “Enterprise” pursuant to its right to change the procedure in the “Website” for the realization of online purchases, shall also be entitled to change the purchase procedure, namely, to establish as a necessary condition the creation of an account.

2.7 For any question regarding the use of the “Website”, the “User” may contact the “Enterprise” by sending an e-mail to info@greekmymind.com

3. LINKS - HYPERLINKS

3.1 The “Website” may be linked to other websites, including social networks, belonging to third parties, natural and/or legal persons, through links and/or hyperlinks.

The “Enterprise” declares to the “User” that:

a. it shall not be responsible for the whole and/or part of the content of the above websites as well as for the way of presentation of the abovementioned content such as for their operation, the software including and using the services provided by them, etc.

b. the connection of each “User” through the links and/or hyperlinks with these websites belonging to third parties, natural and/or legal persons, shall be made on the sole responsibility and initiative of the “User” and it shall not imply in any way the approval and acceptance of the content of these websites by the “Enterprise”.

3.2 The “User” is aware of and accepts that the websites to which the “Website” is connected shall be governed by their own terms of use - which each visitor shall be obliged to apply -regarding the content, for the accuracy and the implementation of which the “Enterprise” shall bear no responsibility. The “Enterprise” notes to the “User” that before their navigation through any of the abovementioned websites, they shall be informed of the terms of use, which may govern the use of this website.

4. AMENDMENTS

4.1 The “Enterprise” shall be entitled to amend the “Website” in whole or in part. More specifically, it shall be at its absolute discretion at any time to, amend, remove and renew, for example the software, the services, the features of the “Website”, the included applications, the content, the possibility and the way of navigation through specific pages and/or categories as well as how they appear and the general structure and function of the “Website”.

4.2 The “Enterprise” declares to the “User” that it shall reserve the right at any time and at its absolute discretion to amend, remove and/or review the terms of use of the “Website” in whole and/or in part in accordance with the legislation in force each time. It is expressly agreed that the “User” shall be obliged to be

informed of the terms of use each time before navigating through individual pages and/or categories of the “Website”.

5. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS

5.1 The “Enterprise” informs the “User” that the content of the “Website” in whole and/or in part shall be subject to intellectual and/or industrial property rights of the “Enterprise” and/or third parties contractually related thereto, in accordance with the legislation in force.

Indicatively, the meaning of the content of the “Website” shall include, for example, files, software, applications, trademarks, texts, photographs, the arrangement and presentation of products, pages and categories, the design, presentation and display of individual functions, all types of data, etc.

It is expressly agreed that the “User” shall not be entitled to engage in any way in any commercial and/or general economic exploitation of the content of the “Website”, as described above, in whole or in part. More specifically the “User” shall be prohibited to reproduce and transfer the abovementioned content, to sale or export data and elements of the “Website” etc.

It is expressly agreed that only the personal use of the “Website” by the “User” shall be permitted within the framework set by these terms of use and the applicable legislation.

It is expressly agreed that this use shall not imply that the “User” acquires any kind of right, namely intellectual property and/or industrial property rights on the content of the “Website” against the “Enterprise” and/or third parties contractually connected to the “Enterprise”.

5.2 The “User” accepts and agrees that they must refrain from any action that may infringe the intellectual and/or industrial property rights of the “Enterprise” and/or a third party contractually connected to the “Enterprise” and the “Enterprise” shall reserve among others its right to claim the recovery of any positive and/or consequential damage.

6. LIMITATION OF LIABILITY

6.1 The “Enterprise” declares to the “User” that it has taken all appropriate organizational and technical measures for the proper and uninterrupted

operation of the “Website” such as, indicatively, the proper completion through the appropriate pages of the registration or purchase procedure, the proper display of all pages, etc.

The “Enterprise” informs the “User” that - for reasons for which the “Enterprise” shall bear no liability - the proper and uninterrupted operation of the “Website” may not always be possible and that it shall not offer any form of guarantee in case the proper and uninterrupted operation of the “Website” is not always possible, pursuant to the above, the “User” accepts that the “Enterprise” shall bear no liability towards the “User” and they can not raise any claim against the “Enterprise” for that reason.

6.2 The “Enterprise” declares that in the context of the proper operation of the “Website” it shall make every effort so that the content of all the categories and pages of the “Enterprise” and they are published and posted properly and the relevant information accompanying the products is updated without prejudice to the liability of the “Enterprise” for any errors that may arise in the presentation of the products and their descriptions due to graphic error and/or technical reasons without its fault.

6.3 The “Enterprise” declares to the “User” and the “User” accepts that they shall be obliged for its secure navigation through the “Website” to have the appropriate technical equipment. The “Enterprise” shall bear no responsibility for any possible damage that may occur to data or any element or the operation of any device via which the “User” navigates through the “Website” during their navigation through the “Website”. In any case, the “User” agrees that they shall not be entitled to raise any claim against the “Enterprise” due to this reason.

6.4 The “Enterprise” declares to the “User” and the “User” accepts that their navigation through the “Website” shall be permitted only within the framework set by these terms of use and based on the technical possibilities available each time by the “Website”. Therefore, the “User” accepts that they can not raise any claim against the “Enterprise”, namely regarding the way the products are displayed, the way the products are paid for, etc. and they accept that they can use the “Website” at it is each time they visit it and the “Enterprise” may, at its absolute discretion, make any amendment it wishes.

6.5 The “Enterprise” declares that it shall not be liable to the “User” and/or any third party for the way the “User” manages the information included in the “Website” and the “User” accepts that, they shall be solely responsible for the management of the aforementioned information both for themselves and against any third party and they can not raise any claim against the “Enterprise” for that reason.

6.6 The “Enterprise” informs the “User” that, in the context of the proper use by the “Website”, the latter must respect the current legislation on the rights of both the “Enterprise” and third parties, that any actions of the “User” must not be contrary to the prohibitive provisions of law, that they shall be solely responsible for their compliance with this term and that they shall be solely responsible for the restoration of any fault and damage suffered either by the “Enterprise” and/or any third party due to the breach of this term.

7. PRIVACY AND PERSONAL DATA PROTECTION POLICY

7. Privacy and personal data protection policy.

7.1 a. .The “Enterprise” declares that its compliance with the relevant rules regarding the protection of personal data shall be its priority. To this end, it shall implement specific procedures by taking the relevant measures, while by drafting the terms of the “Website” related to the data protection of personal data of the “Website”, it shall inform each “User” about the purpose of the collection and processing, the way and the possible recipients thereof, the purpose of processing by them and in any case for the way they are managed (rights - obligations) by each visitor.

b. The “Enterprise” informs the “User” and they accept that they must, in any case, consult the terms on privacy and protection of personal data, which the “Enterprise” may amend within the framework of the legislation.

c. The “Enterprise” declares that it shall be the controller of the personal data collected from each “User” and that it is headquartered in Pallini at Athanasiou Diakou Street No 7 with TIN 157675400

d. The “Enterprise” declares that it has taken all the necessary organizational and technical measures in accordance with the applicable legislation in order to

ensure the privacy, integrity and availability of any personal data a “User“ may declare and/or transmit to the “Enterprise”, when using the “Website”.

The “Enterprise” shall operate pursuant to the aforementioned framework in order to ensure an adequate level of security for personal data against risks, by taking as mentioned above the appropriate measures, including, inter alia, where appropriate:

- i. the encryption of the personal data of the “Users” whose controller is the “Enterprise”
- ii. the possibility of ensuring the privacy, integrity, availability and reliability of systems and processing services on an ongoing basis,
- iii . the possibility of restoring availability and access to personal data in due time in case of a natural or technical event,
- iv. the procedure for regular testing, assessment and evaluation of the effectiveness of technical and organizational measures to ensure processing safety.
- v. the commitment to maintain confidentiality regarding the persons authorized therefrom to process the personal data.
- vi. the commitment to maintain confidentiality of the data processors on behalf of the “Enterprise” and all other obligations imposed by the legislation on personal data.

7.2 The “Enterprise” declares that for the secure navigation through the “Website“ it shall use digital certificates that ensure the exchange of data between the browser of the “User” and the server of the “Website” in an encrypted way so that it shall not be possible to intercept or amend the data exchanged between the two parties.

7.3 The “User” accepts that, for their safe navigation through the “Website” via the device they use, they must have, on the one hand the appropriate equipment and, on the other hand, the appropriate means.

7.4 The “Enterprise” informs the “User” that in case the latter wishes to contact the “Enterprise” through the “Website”, to make use of the services offered by the “Website” and to purchase a product/service from those sold through the

“Website”, they must be aware that they will declare certain data and/or personal data.

The “User” understands and accepts that in any of the above cases the “Enterprise” shall process the personal data declared by the “User” in order to complete any action in accordance with the aforementioned.

The “Enterprise” shall be the controller of the personal data of the “User” for the purposes for which it processes such data each time, as specifically noted.

7.5 The “Enterprise” informs the “User” that for the purpose of processing by the “Enterprise” of the “User’s” personal data, it shall comply with the applicable legislation and in particular with the provisions of the General Regulation (EU) 2016/679 and the relevant Greek legislation on personal data. More specifically:

i. In case of communication of any “User” with the “Enterprise” via email in order to receive information about the products and/or services sold through the “Website” and/or details of the purchase procedure of the aforementioned products of the “Enterprise”, and/or any other information about the “Website”, the latter shall proceed to the necessary processing of personal data in order to communicate with the “User”.

In this case, the “User” shall be required to communicate via an e-mail address so that the “Enterprise” can communicate with the “User”.

The “User” may transmit by their own decision, without being requested, additional personal data to those requested by the “Enterprise”, via message with which they will choose to contact the “Enterprise” and therefore the “Enterprise” shall be informed thereof.

ii. In the context of conducting the online sale of products and/or services through the “Website”, the “User” must declare and then the “Enterprise” must process personal data at each stage until the completion of the relevant procedure namely from the time of selection of the products by the “User” to the time of delivery of the products by the “Enterprise”. In the context of conducting the online sale according to the category of “User” the “Enterprise” shall collect and process the following data: name, surname, contact telephone number, mobile phone number, country, e-mail address of the “User”, the products and/or

services to be selected by the “User” as well any information that the “User” may declare to the “Enterprise” without being requested.

In case the “User” declares data - personal data of a third party, they shall guarantee and commit that they has the express consent of the individual - subject of such personal data for the declaration and transmission of these data to the “Enterprise” pursuant to the aforementioned and subsequently the processing thereof by the “Enterprise” for example, in case the delivery data are different than the payment data. In any case, it is expressly agreed that for any claim raised by this third person against the “Enterprise”, the “User” shall be solely liable while the “Enterprise” shall reserve its right to claim the restoration of any positive or consequential damage it may suffer.

The “User” understands that, as already mentioned above, the processing of the declared personal data by the “Enterprise” shall be made in the context of the communication between them, the procedure of concluding and completing the online sale as well as any provision of the services in general through the “Website” to them.

7.6 The “Enterprise” declares that it shall not transmit and disclose the data of the “User”, including personal data, without the consent of the “User” unless it is required by law or in case of change of the ownership status or the general legal form of the “Enterprise”.

However, the use of the declared personal data of the “User” shall also be made by recipients to whom the “Enterprise” transmits the data.

- a. in the context of providing the aforementioned services and in particular by the employees of the “**Enterprise**” authorized to provide services, where appropriate
- b. in the context of supporting the information systems of the “**Enterprise**”, such as by companies offering internet services, hosting of the e-shop, etc
- c. in the context of advertising of the “Website” which is currently carried out by the Google Ads service and may change from time to time

Furthermore, personal data of the “User” shall be processed by financial institutions in the context of the necessary financial transactions of the “Enterprise” with each “User”.

d. in the context of the dispatch of the video courses sent by the “Enterprise” in case someone misses a course, in accordance with the specific provisions set out below on cancellation without notice. In this case, each “User” who has chosen to attend group lessons shall agree to participate in the courses via video only in case of absence of a member of the group of “Users” who is scheduled to attend the courses as a group and exclusively to send the video to them in accordance with the conditions laid down in this case by the “Enterprise”

7.7 The “Enterprise” declares and the “User” accepts that in any case it is necessary for the latter to declare on the “Website” any personal data, they must declare accurate, true and up-to-date information and they shall be solely liable in case of failure to contact due to non-compliance with this obligation, while at the same time the “User” shall be solely liable for updating this data and they shall be obliged to update them in a way available each time from the “Website”.

7.8 Cookies. The “Enterprise” informs the “User” that the “Website” uses cookies, namely small files containing information. These cookies shall be stored by the website that uses them (and more specifically by the web server), on the browser of each visitor and therefore in each time that such “User” navigates through the same website, the latter shall be able to recover this information.

In addition, the “Enterprise” informs the “User” that some of the cookies it uses help the “User” when navigating through the “Website” and enable the “Enterprise” to gather information about the operation of the “Website”.

In any case, the “Enterprise” informs the “User” that it is not possible to verify their identity due to the use of cookies by the “Website” and that the “User” shall always be able through the appropriate settings of the browser to request, if they wish so, the rejection of the cookies.

However, the “Enterprise” notes to the “User” that if the “User” through the above settings of their browser, rejects the cookies, they may not be able to access certain operations of the “Website”.

The “Enterprise” informs the “User” that it uses the Google analytics service.

The “Enterprise” notes to the “User” that if through the “Website” they are connected to third party websites, including social networks, it is possible that these websites use Cookies and therefore they must be informed about the

respective Cookies policy used by these websites and the possibilities offered to their visitors.

In any case, the “Enterprise” in order to facilitate the “Users” informs them that they can, as already mentioned above, prevent the acceptance of cookies through the appropriate settings of their browser.

For the cookies policy of the “Website”, the “User” can be informed at the relevant point.

In particular, the “Website”, in addition to the necessary cookies, uses **functional cookies, statistical cookies and advertising cookies**

7.9 The “Enterprise” notes to the “User” that the “Website” may contain links and/or hyperlinks to websites of third parties, natural or legal persons, including social networks. Understandably the websites of the aforementioned third parties are governed by their own personal data protection policy, for which the “Enterprise” shall bear no responsibility and it shall note to the “User” that it is appropriate to be informed before navigating through such websites.

7.10 Newsletters. The “Enterprise” informs the “User” that if it wishes to receive newsletters via e-mail about the products and the activity of the “Enterprise” through the “Website”, it must register by filling in the details in the respective fields. By simply filling in the e-mail address in the field of subscription to the newsletters dispatch service, the “User” consents to the collection of their data, their processing and the dispatch by the “Enterprise” of the information messages. The user completes their e-mail, accepts the terms of use (having the ability to read them) and presses the sign up button. They are redirected to a page informing them that they will receive a confirmation e-mail to subscribe to the newsletter. If they click on the link that comes to their e-mail then they will receive the newsletter. Each newsletter at the bottom will state that “If you wish to unsubscribe from the newsletter you can send an e-mail to info@greekmymind.com with the subject unsubscribe.

In this case, we delete their e-mail from the list of recipients and inform the User that they have been successfully deleted from the list of recipients with an e-mail.

Through the communication of the “User” with the “Enterprise” in the email: info@greekmymind.com, the “User” may request the update of the data declared by them.

7.11 i. The “Enterprise” informs the “User” that if they made a personal data declaration due to using the “Website”, they may exercise the right of access, correction of personal data, restriction or opposition to processing, portability, as well as deletion of the data if the processing is not necessary for the fulfilment of a legal obligation that requires the processing as well as for the establishment, exercise or support of legal claims.

ii. These rights of the “User”, as described above, derive from the general legislation on personal data and the General Data Protection Regulation (EU) 2016/679 [Article 13- 21] and for the exercise of such rights of the “User” or for any clarification, they may communicate via email to info@greekmymind.com

iii. The “Enterprise” informs the “User” that they have the right to appeal to the Personal Data Protection Authority (postal address 1-3 Kifisias Street, PC 115 23, Athens, tel. 2106475600, e-mail contact@dpa.gr in case they consider that they have been affected.

B. TERMS OF SALE

1. General framework

The “Enterprise” states that through the “Website” it has the ability to sell - supply a predetermined number of Greek language courses, which will be delivered either live or online, but also to sell - supply recorded Greek language courses of different language proficiency levels based on all the terms of use of the “Website”, the terms of sale but also in accordance with the legislation applicable to distance sales.

The “User” agrees that, before purchasing online products via the “Website”, they have read, fully understood and therefore accepted the terms of use of the “Website” and the terms of sale of the products sold via the “Website”.

The “User” accepts that the “Enterprise” reserves the right to stop the completion of the sale process at any stage, if it finds that the “User” does not comply with the above conditions, always maintaining - and without prejudice to its right to discontinue in general or part of the operation of the “Website” - its right to claim the restoration of any damage it may suffer due to breach of the terms of the “Website” by the “User”.

2. The “Enterprise” informs the “User” that in order to make use of the “Website” and in any kind of transaction via the “Website”, the “User” must be at least 18 years old otherwise it is expressly agreed that the “User” is obliged to refrain from any action related to the above “Enterprise”, which retains the right not to complete any transaction with the “User” in case it finds a breach of this term.

3. Presentation-description of services and products

The “Enterprise” presents and describes on the “Website” in the most appropriate way and in the way it wishes the products, namely the recorded courses and the services that it sells through it.

Under no circumstances shall the “Enterprise” be required to constantly present the same products and services for sale for a certain period of time while always retaining the right to modify the types and categories of products and/or services in accordance with its policy. Therefore, the “User” accepts that they are not entitled to raise against the “Enterprise” any claim for this reason, for example, indicatively and not restrictively, for the abolition of a specific code of any product and/or category of the products sold by the “Enterprise”.

The “Enterprise” informs the “User” that it makes every provision so that the individual characteristics of the service and/or product that constitute its description are clearly displayed in the relevant location of the “Website”.

Despite the abovementioned effort by the “Enterprise” it is possible for technical reasons e.g. indicatively and not restrictively due to differentiation in the browser of the “User”, the software of the browser and/or the dimensions of the screen device, or due to imperfections arising by mistake and without fault of the “Enterprise”, that differences may appear in the colours of the products and/or in their general presentation and the “User” accepts that the “Enterprise” is not responsible for this.

The “Enterprise” informs the “User” that it has the possibility to request any more specific information that will be obtained for the products and/or services, regarding the above at info@greekmymind.com

In addition, the “Enterprise” points out to the “User” that it is useful to contact the “Enterprise” via the above e-mail address before completing the process of purchasing the product by online from the “Website” if they notice that there are obvious errors in the presentation and/or description of a product, and/or a service such as indicatively and not restrictively, the appearance of a product with incorrect features or the appearance of a product for sale at an unusually high or low price, etc.

5. Availability of products and services

i. The “Enterprise” informs the “User” that it has the possibility to order products and/or services included in the “Website” based on the availability of the “Enterprise” regarding the time and manner of conducting the courses, the available resources (e.g. indicative and not limited to the human resources of the “Enterprise”, the means of access to the courses) for which they will have been duly informed by the “Enterprise”.

6. Control and conditions of completion of the order

The “Enterprise” always has the right to carry out a prior check of each order by any “User” before the sale of the product, e.g. indicatively and not restrictively in case it receives an order of unusually high value or completion of contact information, obviously non-existent or inaccurate and not to accept the order for any reason.

In any case, the “Enterprise” reserves the right not to accept an order from a person who in a previous transaction with the “Website” had not demonstrated the appropriate behaviour in the context of the completion of the above transaction.

7. Prices of products - services

The “Enterprise” informs the “User” that it will inform them about the prices of the products it sells via the “Website” in the appropriate manner each

time depending on the product that the “User” wishes to buy and the “User” category. The “User” can always contact the “Enterprise” at info@greekmymind.com for any clarification regarding the prices.

The “Enterprise” informs the “User” that it does not undertake any commitment towards any “User” that the posted prices of the products of the “Website” will not change.

In particular, it points out to the “User” that parameters such as indicatively and not restrictively the change in the commercial and/or discount policy of the “Enterprise”, the cost of purchasing the products from the respective supplier of the “Enterprise” etc. may change the final price at the time when the “User” will decide to make a purchase via the “Website”.

8. Description of purchase stages.

j. How to make a purchase

a. The “**User**” has the possibility to purchase products as a simple visitor of the “Website”, as described above

aa In particular, the following are applicable to online courses:

1. The respective “User” visits the site, where there is a calendar with the availability of the “**Enterprise**” for the teaching of courses (all teachers). Before purchasing the package for which the respective “User” is interested, it will be linked to this “Enterprise” calendar.

2. After selecting day and time, they must fill in their name, surname, email, country and level (these may be changed). All this data is stored by the “Enterprise”.

3. Once the appointment is fixed, the “User” receives an email from the “Enterprise”; which confirms the day and time of the sample course, it includes the zoom link and can be added it to their google calendar as an event and informs them that they will receive another email from their teacher.

4. The teacher also sends an email with the zoom link, for confirmation.

5. One day before the sample course, the “**User**” receives another email as a reminder of the sample course. If the interval from the fixing of the sample course

until it is realised is more than two days, the teacher sends them another reminder email

6. On the day of the sample course the “**User**” receives another reminder email 15 minutes before the sample course.

7. Upon completion of the sample course, they receive the email with an attached pdf including the information (prices, course forms, etc.) and the 4 options to choose with what to continue if they wish to purchase (a. 8 hours online private courses, b. 12 hours online private courses, c. 8 hours online semi private courses, d. 12 hours semi private courses).

In any case, the “Company” maintains the right to modify the above procedure as well as the packages offered.

ab. Specifically for the category of face-to-face courses the following apply:

1. The “User” uses the form available on the site for face-to-face courses, where they put their details, country, availability, what interests them, etc. and then they receive a confirmation email with more information, payment options and types of course packages.

2. Before starting the courses they can make a 10-15 'zoom call with the teacher to get acquainted online and to answer any questions that exist and discuss the schedule.

3. For face-to-face courses, the “User” may make a reservation of the package that they are interested in and pay upon arrival at the place of delivery of the courses.

ii. Registration of order details.

Depending on the category of “User”, according to the above, the “Website” will ask the “User” to fill in the appropriate fields and subsequently data, the accuracy of which is guaranteed by the “User” to the “Enterprise”.

The “Enterprise” informs the “User” that in order to submit to the “Enterprise” a correct and based on the characteristics that they wish order of products, it is useful to make a detailed overview thereof before submitting it.

iii. Order stages.

a. If the “User” wishes to purchase any product (recorded courses) and/or service (purchase of a package of courses- face-to-face or online teaching) they must select the product they wish in the relevant category and page and then select the corresponding features that may appear in the relevant fields such as e.g. indicatively the number of courses, individual, group, online, face-to-face, etc.

b. Following the fields and pages indicated by the appropriate page, the “User” will proceed to the completion of the purchase, unless they wish to continue their navigation by making additional purchases, in which case they will follow the procedure available from the “Website” to continue shopping. Before completing the indicated steps for the purchase, it is possible to be informed in a concise manner about the assessment of the amount of taxes.

d. Having previously chosen the method of payment and having accepted the terms of use of the “Website”, the “User” will proceed to the next step of the sale completion stage. At this stage, they will be asked to fill in the fields that will be requested each time by the “Website” as well as the conditions regarding the protection of personal data.

e. Then the “User” will receive an e-mail informing them about the receipt of the order from the “Website” and then a second e-mail from the “Website” to complete the purchase process.

Upon completion of the payment process, the “**User**” will receive an additional email with details of the payment of the order by Stripe (payment system) and another email with the receipt from the “Enterprise” (info@greekmymind.com)

9. How to pay for products and services

9.1 The “**User**” has the possibility to pay using the cards that appear in the relevant point of the “Website”, via Stripe, for the payment of the price of the ordered products and/or services through the “Website”.

In particular:

Payment via STRIPE

The “User” has the right to pay the amount of the products and/or services they wish to purchase through the Stripe payment system, and the cards listed in the terms of the above payment system are always acceptable in accordance with the more specific terms of payment and the instructions that it sets each time and which the “User” is invited to have read in detail before using it.

9.2 The “Enterprise” informs the “User” that for the category of face-to-face courses they can pay the amount of the package of courses they have purchased online via Stripe or before the first course in the place where the courses are delivered. The payment concerns all the courses they wish to buy (depending on the packages available each time) and they shall pay before they start

9.3 In any case, both for the categories of online courses and face-to-face courses, the payment concerns all the courses that the “User” wants to buy (depending on the packages available each time) and pays before they start

10. Procedure for access to the ordered products (recorded Greek language courses of different language proficiency levels) and/or the services (on-line or face-to-face teaching)

i. How to access the recorded courses (recorded Greek language courses of different language proficiency levels)

As soon as the “User” pays, an email with a code and a link will be sent to them. Using their email as username, which should be the same email they used for the payment process, as well as, the password sent to them as a password from the communication with the “Enterprise” the “User” will automatically have access in the recorded courses.

ii. How to access online Greek language courses

As soon as the **“User”** pays for the course package they will receive a receipt (of the stripe) from Stripe. The **“Enterprise”** will send them a confirmation email with the receipt attached. The teacher (who may be the owner of the **“Enterprise”** and/or a third party contractually related to it for the purpose of teaching the courses and having the legal qualifications to do so) will send them within 48 hours an email (the email of the respective **“User”** will be available to the respective teacher through the **“Enterprise”**, which in each case has direct access to the data of the **“User”** through it but also has access through the posted calendar), to arrange between them the hours and days of their courses. As soon as this is done, the teacher will inform the **“Enterprise”** and the latter will add it as a recurring event in the calendar by sending an invitation to the **“User”** and the teacher, having the link of zoom.

As soon as the package expires or a course before its expiry the **“User”** will receive a new document in the email declared by them to pay and continue the courses, if they wish so.

The **“Enterprise”** and the teacher may contact the **“User”** for matters regarding their courses via email. In any email communication between them, the **“Enterprise’s”** email (info@greekmymind.com) must always be included in the recipients list.

The **“Enterprise”** and the designated teacher may contact the **“User”** in addition to email, regarding their courses. In any email communication between them, the **“Enterprise’s”** email (info@greekmymind.com) must always be included in the recipients list (visible for the full information of all).

iii. How to access face-to-face Greek language courses.

Face-to-face Greek language courses require the transition of the **“User”** to the registered office of the **“Enterprise”** branch in Pagrati, 20 Efranoros Street, PC 11635, Athens

iv Time when it is possible to access the recorded courses (recorded Greek language courses of different language proficiency levels)

Access to the recorded courses is possible immediately after the completion of the order by the **“User”** and in particular:

As soon as the **“User”** pays, they will be sent an email with a code and a link. Using the email with which they paid and the code sent to them, they will have access to the recorded lessons. Access from the time of purchase is for one (1) year.

v. Time when it is possible to access face-to-face and online courses

a. In face-to-face courses, the time when access to courses is possible is 9.00 am. to 20.00 p.m. depending on the schedule defined by the **“Enterprise”** at the headquarters of the **“Enterprise”** branch in Pagrati, 20 Efranos Street, PC 11635, Athens. and the **“User”** has previously been informed on this and they have agreed the teaching hours in common with the **“Enterprise”**.

In any case, the operating program of the **“Enterprise”** may change depending on the holidays and celebrations, but also the commercial policy of the **“Enterprise”**.

In the event that the **“User”** has chosen the face-to-face teaching service, they will have confirmed their attendance 10 days earlier

In case of not attending the above courses (face-to-face) without warning, the money will not be refunded in case the pre-purchased package has been pre-purchased online.

b.i. In online courses the time when access to the courses is possible is only on weekdays, unless specifically agreed otherwise - and always after consultation of the **“User”** with the **“Enterprise”** depending on the schedule specified by the **“Enterprise”**.

ii If a **“User”** -from the semi private or mini group online categories is not logged in according to their schedule, the course is recorded with the teacher

and the other students and shared with them (in their shared space, CRAFT or google Drive where we upload the course material) for one week and then the teacher deletes it. The “User” has this right only for one and only time (free of charge), for each package and not every time they renew the package.

For each subsequent time that the “User” will not be logged in according to their schedule, the course that will be filmed will be sent to them, but the course will be charged according to the specific conditions set out below in the special terms.

iii Especially in the case of online private courses, if the “User” does not attend their scheduled course or if they cancel at the last minute (less than 24 hours before) the first cancellation is free and no video is sent to them, but from the second course onwards the entire fee is charged and the teacher sends a recorded (25') video with the subject of the lesson that is uploaded on Craft or Google drive for 7 days.

vi. Information regarding the order. The “**User**” will receive information regarding their order by email to the e-mail address declared by them.

In any case, the “**Enterprise**” in case of any extraordinary change regarding the access to the courses, may inform the “**User**” in any appropriate manner using the contact details declared by them.

vii Other terms

a. The “**Enterprise**” declares to the “**User**” that they are responsible for the correct declaration of the contact details that will be requested for the completion of the order and therefore the “**Enterprise**” in case of non-completion of the delivery due to incorrect contact details by the “**User**” bears no responsibility.

b. The “**Enterprise**“ informs the “**User**“ that it makes every effort to provide the services and to provide access to the recorded courses, within the time limits provided in these terms for each category of services and/or products

The “User“ accepts that this may not always be possible for reasons not due to “Enterprise” such as natural disasters, weather conditions, strikes, delays due to the courier company.

The “Enterprise” points out to the “User” that the latter will be informed in any appropriate manner about it on the basis of the possibilities available to the “Enterprise” at that time and the “Enterprise” shall not be responsible for this.

c. The “Enterprise”, as already mentioned, reserves the right, without prior notification of the “User”, to amend all the terms regarding the manner of delivery of the ordered products and/or services and the “User” accepts this.

d. Specific conditions for the provision of teaching courses

1. Each “**User**” can pause the package for 10 working days without changing the teacher and time and day in their course having first informed the teacher by e-mail in which they will include the “Enterprise’s” email included in the recipients list.

2. If they wish to take a break for a longer period, the “Enterprise” does not have to provide them with the same teacher or the same program that they had before the break. This may happen but it is not an obligation of the “Enterprise”

In case they wish to take a longer break while their package has not expired, they can start again at any time before the end of six months from the day of the last course ~~before the break,~~ which had taken place prior to the above break.

If they decide to continue after six months they will have to pay the package again.

If a “User” wishes to stop their courses before the expiry of their package, then the “Enterprise” is not obliged to refund any amount of money.

3. The online teaching is done exclusively through zoom and whereby and only in case of technical problems of the student or zoom it is possible to use Skype, google meets or WhatsApp. For the use of the above-mentioned means of

remote communication, the “User” agrees and declares that they have accepted and understood the terms of use that the above means have and for which the “Enterprise” bears no responsibility. Any changes made to the courses, if a certain day or time of course changes, the “User” must also inform in writing by e-mail their appointed teacher by including the “Enterprise’s” e-mail in the recipients list as well.

4. In any e-mail communication between teachers and “Users”, the “Enterprise’s” e-mail must always be included in the recipients list.

As soon as the “User” agrees on the day and time of his courses with the respective teacher, the teacher must inform the “Enterprise” in order to add the course to the Google calendar and send an invitation for the calendar event to the “User” and the teacher, having added the zoom link for the courses.

The “Enterprise” has access to all Google calendars used for the courses

The zoom accounts used are made with the “Enterprise” email

5. The “User” can change their course at any time up to 24 hours before the start of the online course, otherwise it is a last minute cancellation, i.e. cancellation without early warning, and for the “User” only the first time is free, otherwise then they are normally charged as a subject but the teacher sends them a recorded 25-30' video with material they have prepared for the lost course. This happens in all online/distance courses (private, semi private, mini groups).

It is permissible to have a last minute cancellation, i.e. a cancellation without early warning (24 hours before the start of the course), once on the part of the designated teacher as well, which is added to the package of the respective student.

6. In order to provide online courses, it is necessary and obligatory to use a camera and microphone in order to be able to communicate directly and accurately with each specific “User” who has purchased the desired course package.

11. User Rights

i. Order record.

The "User" has the possibility to search for the details of their order and for that purpose the "Enterprise" maintains a relevant record.

ii. Rights of the “User” due to the purchase of a defective product and in particular a recorded Greek language course of various language proficiency levels

The “Enterprise” informs the “User” that the latter is entitled to request the replacement or repair of a product or to request a reduction of the price or to request a refund in the event of a missing property in the product or of a real defect, but always in accordance with the specific provisions of Article 534 et seq. of the Civil Code.

However, in any case, the “Enterprise” reserves both its right to check and to identify any lack of agreed property and/or the existence of a real defect and any other right.

12. Right to return products due to withdrawal from the sale.

1.i. The “Enterprise” informs the “User” that they have the right to return the products and/or services they purchased from the “Website” in accordance with the specific provisions of the legislation and the procedure mentioned below. In any case, for the withdrawal from the sale, the simultaneous return of the relevant purchase receipt is necessary.

ii. Right of withdrawal for the purchase of recorded courses and/or face-to-face or online courses.

The “User” has the right to withdraw from the purchase they made through the “Website” without stating the reasons,

a. Within a period of 14 days from the date of entering into the contract-for access to the recorded courses as long as they had not access to them

b. within 14 days from the date of the conclusion of the contract for the commencement of teaching courses, as long as they have not already started (by planning by them and following a joint agreement with the “Enterprise” and the respective teacher) the attendance of the courses either face-to-face or online.

c. Any time before the start of the face-to-face courses only in case they have not paid the course fee and had chosen the payment in person. In any case, however,

the “**Enterprise**” reserves the right not to accept a future purchase of a package of courses from “**User**”

2. Manner of exercising the right of withdrawal.

The “**User**” has the possibility to withdraw from the purchase made within the above mentioned deadline, if they has previously informed the “**Enterprise**” and returned the relevant purchase receipt that they have received.

The notification to the “**Enterprise**” of the withdrawal from the purchase by the “**User**”, according to the abovementioned, can be made either through the use of the withdrawal form which the “**User**” may find here and after completing it send it to the e-mail address of the “**Enterprise**” or the “**User**” may send any other explicit statement by which they will express their clear will to withdraw from the purchase. If the “**User**” uses this possibility, the “**Enterprise**” will send without delay on a fixed medium (e.g. e-mail) confirmation of receipt of their withdrawal.

3. User Obligations.

The “**User**” is obliged to send via email the respective purchase receipt that they have received for the purchase of the products and/or services, and especially for the purchase of recorded courses; they are also obliged, due to their withdrawal, to refrain from access to them. In this context, the “**Enterprise**” has the right to make the content of the recorded lessons to the “**User**” inaccessible.

4. Obligations of the “Enterprise”

- i. In the event that the “**User**” exercises the right of withdrawal, in accordance with the terms of use hereof, the “**Enterprise**” will return any payment received by the “**User**” without undue delay and in any case within 14 calendar days from the day on which it was informed of the consumer’s decision to withdraw from the contract, in accordance with the provisions of the relevant paragraph.
- ii. The “**Enterprise**” will return the money to the “**User**” using the same means of payment, which the “**User**” used for the original transaction and always in accordance with the provisions of the current legislation for the relevant transactions.

SPECIFIC PROVISIONS

13.1 All the terms of use of the “Website” are governed by the relevant legislation.

13.2.

i. It is expressly agreed that Greek law is applicable in the event that any difference arises from the application of the terms of use and the legislation in force.

ii. The Courts of the city of Athens shall be competent in the event of failure to reach an amicable settlement of the abovementioned dispute.

13.3 Any modification of these terms shall be made and proved only in writing. The “Enterprise” has the right to modify and/or cancel part and/or all of these terms and the “User” is obliged before any navigation through the “Website” to refer to them.