

GENERAL TERMS

EgnatiaPass Service

The S.A. under the name "EGNATIA ODOS SA" (the "Company") is providing the subscribers (hereinafter the "Subscriber") of the EgnatiaPass service with the application for smartphones (mobile app "MyEgnatiaPass", hereinafter "the Application"), through which the Subscriber will be able to:

- 1) Have electronic access and update the details of her/his EgnatiaPass account, indicatively cash balance, number of devices and information related to his/her transactions.
- 2) Renew his/her EgnatiaPass account through online banking interface.
- 3) Monitor of the transactions of the EgnatiaPass Account (vehicle entries, payments, etc.).
- 4) Access the EgnatiaPass Account Details, i.e. account type, selection program of the Subscriber, subscriber name, etc.
- 5) Access the Detailed List of entries via the toll stations of the road networks that participate in the interoperability, namely: i) Egnatia Odos and Vertical Axes ("Egnatia"). ii) Elefsina - Stavros - Spata A/P motorway (ESSM), and Imittos Western Peripheral Motorway (IWPM) ("Attiki Odos"), iii) Elefsina - Corinth - Patras and the future Patras - Pyrgos - Tsakona ("Olympia Odos") iv) Corinth - Tripoli - Kalamata and the branch Lefktro - Sparti ("Moreas"), v) Maliakos - Klidi Motorway ("Aegean Motorway"), vi) Rio - Antirio Bridge ("Gefyra"), vii) Metamorfosi - Raches and Antirrio - Ioannina ("Nea Odos") and viii) of Lamia - Egnatia Road ("Kentriki Odos"). In the context of the extension of the interoperability of the toll systems of all Greek motorways in the near future, the above service may be extended to include vehicle entries on other roads that will participate in the interoperability.
- 6) Report loss or theft of the EgnatiaPass transponder or e-card.
- 7) Change the e-mail address declared by the Subscriber in the context of our cooperation.
- 8) Connect of multiple accounts
- 9) Change recovery email address.

For any question, clarification or other communication related to the Application, the Subscriber can contact either the Telephone Customer Service (tel. - 2310470100 Monday to Saturday: 08:00 - 20:00 and Sunday and Holidays: 10:00 - 18:00), or at hours and days that the Company will announce through the website www.egnatia.eu, or at the email address customer-care@egnatia.gr or in writing at the address EGNATIA ODOS SA, EgnatiaPass Subscriber Service, 6th km Thessaloniki Thermi, Thessaloniki PC 57001.

ARTICLE 1: Procedure for Registration and Use of the EgnatiaPass service

- 1.1 The Subscriber accesses the EgnatiaPass service through the MyEgnatiaPass application. More detailed instructions for both registration and use of the service can be found in the "Instructions for Use" link.

1.2 After installing the application, access will henceforth be granted via the username chosen by the Subscriber and the Password. The Company makes every effort to make the Application available, 24 hours a day, 7 days a week from any smartphone or tablet connected to the internet.

1.3 Upon entering the Application, the Subscriber can choose:

I. Renewal of EgnatiaPass Account, through which funds can be credited through a bank environment (hereinafter the Bank) and in particular the electronic payment service of the Bank. The Subscriber chooses the payment method by card (visa, mastercard, etc.), enters the desired amount, accepts the terms of use and personal data protection and submits the relevant request, following the procedure displayed on the screen.

Upon completion of the transaction, she/he receives relevant information on the success or not of the renewal of the EgnatiaPass account.

It is clarified that the Company does not have access to the Bank's environment and card details. All payments made using a card are processed through the Bank's electronic payment service under the terms and systems of data protection and electronic transaction security defined by the bank. This method ensures the safe transfer of card details between the Bank and card issuer.

The Company reserves the right to cooperate with any other bank or corresponding electronic payment institution, announcing this to its subscribers.

In case of dispute of the transaction by the Subscriber either directly to the Company or through the Bank, the Company proceeds, after checking and verifying the legality of the request, to cancel the disputed transaction, within a reasonable period of time from its notification. The refund of the disputed amount will be made to the card used by the Subscriber through the bank's electronic payment platform and the corresponding amount will be deducted from the balance of the Subscription Account.

II. Adding a EgnatiaPass Account

The service is available for each customer account regardless of the number of transponders but only at the web portal www.myegnatiaepass.gr.

ARTICLE 2: Change of email address

2.1 In case of change of the e-mail address originally stated by the Subscriber, the latter has the ability to declare the change through the application, following the steps displayed on the " **EgnatiaPass** Account Details" screen.

ARTICLE 3: Personal Data Protection Policy - Statements

3.1 The purpose of the EgnatiaPass service is the electronic information of the subscriber-user of the service, about the movements of his subscription account (charges, credits, details of it, and the monthly detailed invoices of transactions occurred). Processing of data provided by subscribers during their registration, and of all data that is available via their

subscriber account is necessary a) for the execution of the contract of which the subscriber is a contracting party and b) for the compliance of the Company with their legal obligations.

3.2 Subscriber personal data processing by the Company and the companies cooperating with it, takes place in accordance with the underlying legislation. The data collected is the bare essential for the use of the service and is not used for any other purpose. Subscribers are entitled to all rights described in the General Data Protection Regulation (right of access, correction, deletion, restriction of processing, data portability, objection and recourse to the Personal Data Protection Authority), which they can exercise under the conditions of the General Data Protection Regulation (EU) 2016/679 (GDPR) and Law 4624/2019.

3.3 The Company has no responsibility towards the subscriber - user of the application and / or any third party, for any legal or other claim or dispute, for acts or omissions of the subscriber, user of the application, add-ins or auto-fill assistants and in general the persons associated with him in any way (such as affiliation of any degree), representation, etc., which involve acts or omissions which have resulted in the access, processing, management, use, etc., of unauthorized third parties of his personal data contained in the current application or from unauthorized use of username and password.

ARTICLE 4: General User Terms of the application – Liability limitation

4.1 Registration and use of the EgnatiaPass service implies unconditional acceptance of its terms.

4.2 Passwords are personal, non-transferable and must not be disclosed to third parties. Any notification of these by the subscriber is always at his/her sole risk. In case the subscriber loses / forgets the personal password, the system provides the option of "I forgot my password". The subscriber will follow the steps displayed on the screen and in his / her email address.

4.3 In case the Subscriber attempts and makes five failed attempts to enter the Application, the Application is locked and the Subscriber should contact the Telephone Customer Service.

4.4 Registration, access and use of the service by the Subscriber is free.

4.5 The information, logos or names, structure and material contained in the Application are the intellectual property of the Company and are subject to change at the sole discretion of the Company, without prior notice to Subscribers.

4.6 All terms herein are essential. Any violation of these by the Subscriber enables the Company to permanently or temporarily suspend the use of the Application. The non-exercise by the Company of any of their rights does not imply their waiver of this right.

4.7 The Company makes every effort to ensure the security, accuracy, precision and clarity of the files included in the Application, however it is not responsible for any damages of any kind, regarding the use of the service, including indicative errors in operation of the service or telecommunication connection, mobile phone viruses, or even delay in loading and response of the service for technical reasons, reasons for software upgrade or reasons of force majeure.