

## **1. About this policy**

---

This Privacy and Cookies Policy explains how Anna Klissouras Solutions (“AKS”, “we”, “us”, or “our”), trading as Cutcross, collects, uses, and protects personal information in connection with our consultancy services and website at [www.cutcross.com](http://www.cutcross.com) (the “Site”).

AKS is a management consultancy providing strategic advisory services to corporate and institutional clients. We are the data controller for personal information processed under this policy.

Please read this policy carefully. By using the Site or engaging our services, you acknowledge the practices described here. This policy may be updated from time to time; the current version is always available on the Site.

## **2. Who we are**

---

**Legal entity:** Anna Klissouras Solutions Single Member PC

**Trading name:** Cutcross

**Address:** Fragkokastelou 12, 73133 Chania, Greece

**Registration number:** 172124558000

**VAT number:** EL 802207592

**Contact:** [hello@cutcross.com](mailto:hello@cutcross.com)

For the purposes of applicable data protection laws, including the EU General Data Protection Regulation (GDPR), Anna Klissouras Solutions is the data controller of your personal information.

## **3. What personal information we collect**

---

### **3.1 Information you provide to us**

When you contact us, book a call, or engage our services, we may collect:

- Your name, job title, and organisation
- Your email address and phone number
- Information you share in communications with us (emails, messages, meeting notes)
- Information included in documents, briefs, or materials you share as part of a client engagement

### **3.2 Information we collect automatically**

When you visit the Site, we may automatically collect certain technical information, including:

- Your IP address and browser type
- Pages visited and time spent on the Site
- Referring URLs

This information is collected through cookies and similar technologies. See Section 7 for details.

### **3.3 Information from third parties**

We may receive information about you from third parties such as LinkedIn or referrals from existing contacts, where you have made that information available or where a mutual contact has introduced us.

## **4. How we use your personal information**

---

We use personal information for the following purposes:

- To respond to enquiries and assess whether there is a fit for collaboration

- To deliver consultancy services under a client agreement
- To manage our business relationship with you, including invoicing and communications
- To improve the quality of our services based on feedback
- To comply with legal and regulatory obligations

We do not use your personal information for advertising, marketing to third parties, or automated decision-making.

## **5. Legal basis for processing (GDPR)**

---

We rely on the following legal bases for processing personal information:

- Contract performance: processing necessary to deliver services you have engaged us for
- Legitimate interests: processing necessary for our legitimate business interests, such as responding to enquiries, managing client relationships, and improving our services — where these interests are not overridden by your rights
- Legal obligation: processing required to comply with applicable law
- Consent: where we have asked for and received your explicit consent (e.g., for cookies)

## **6. Cookies**

---

The Site uses cookies and similar tracking technologies to support basic functionality and understand how visitors use the Site.

### **7.1 What are cookies?**

Cookies are small text files stored on your device when you visit a website. They allow the site to recognise your browser and remember certain information about your visit.

### **7.2 What cookies do we use?**

- Essential cookies: necessary for the Site to function (e.g., session management). These cannot be disabled.
- Analytics cookies: used to understand how visitors interact with the Site (e.g., pages visited, time on site). We use this information in aggregate form to improve the Site.

We do not use cookies for advertising or to track you across third-party websites.

### **7.3 Managing cookies**

You can control cookies through your browser settings. Most browsers allow you to refuse or delete cookies. Note that disabling certain cookies may affect the functionality of the Site. You can also manage your cookie preferences through the cookie banner displayed on your first visit to the Site.

## **7. Sharing your personal information**

---

We do not sell or rent your personal information. We may share it in the following limited circumstances:

- With trusted service providers who support our operations (e.g., cloud storage, scheduling tools, AI services as described in Section 6), under appropriate data protection agreements
- Where required by law, court order, or regulatory authority
- In connection with a business transfer or restructuring, where personal information may be transferred as part of that transaction

Any third parties with whom we share data are required to handle it in accordance with applicable data protection law.

## **8. International data transfers**

---

Some of our service providers operate outside the European Economic Area (EEA). Where personal information is transferred outside the EEA, we ensure appropriate safeguards are in place, such as the European Commission's Standard Contractual Clauses or equivalent approved mechanisms.

## **9. Retention of your information**

---

We retain personal information for as long as necessary to fulfil the purposes described in this policy, or as required by law. In practice:

- Client engagement data is retained for 24 months after the end of an engagement, then securely deleted or anonymised, unless a longer period is required by law or agreed with the client.
- Enquiry and contact data where no engagement follows is retained for up to 12 months.

You may request earlier deletion in writing; we will comply within a reasonable timeframe subject to any legal retention obligations.

## **10. Your rights**

---

Depending on your location and applicable law, you may have the following rights in relation to your personal information:

- Right to access: to request a copy of the personal information we hold about you
- Right to rectification: to request correction of inaccurate information
- Right to erasure: to request deletion of your personal information in certain circumstances
- Right to restriction: to request that we limit how we use your information
- Right to portability: to receive your information in a structured, machine-readable format
- Right to object: to object to processing based on legitimate interests

To exercise any of these rights, please contact us at [hello@cutcross.com](mailto:hello@cutcross.com). We will respond within 30 days. If you are not satisfied with our response, you have the right to lodge a complaint with your local data protection authority. In Greece, this is the Hellenic Data Protection Authority ([www.dpa.gr](http://www.dpa.gr)).

## **11. Security**

---

We take appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or misuse. Client data is stored in access-restricted cloud services. While we work hard to protect your information, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

## **12. Third-party websites**

---

The Site may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to review their privacy policies before providing any personal information.

## **13. Children**

---

Our services are not directed at children under the age of 16. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us and we will delete it promptly.

## **14. Contact us**

---

For questions about this policy or to exercise your rights, please contact:

Anna Klissouras Solutions (trading as Cutcross)

Email: [hello@cutcross.com](mailto:hello@cutcross.com)

Address: Fragkokastelou 12, 73133 Chania, Greece