



# SPARTAN SECURITY

PRIVATE SECURITY SERVICES PROVIDER COMPANY  
SINGLE PERSON LIMITED COMPANY

EN ISO 9001:2008, 14001:2004, 18001:2007, 27001:2013  
PRIVATE CLIENT AGREEMENT

17 D. SECHOU STR. & 9 ANTIMACHIDOU STR. • ATHENS • ZIP CODE 117 43 • TEL.: 210.92.32.437 • FAX.: 210.92.45.747

## PRIVATE AGREEMENT

### SUBSCRIBER INFO

Company	
Full Name	
Code	
Starting Date	

### INSTALLER INFO

Company	
Full Name	
Telephone	
Mobile	

### PROTECTED SPACE

Type of space		Telephone	
Address		Zip Code	
Appartment	Locality	Email	

### SECURITY SYSTEM DESCRIPTION

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### SYSTEM USERS

S.N.	Full Name

### AUTHORISED PERSONS

Full Name	Telephone

### ZONE DESCRIPTION

Zone	Description

Zone	Description

### SIGNALS RECEIVED

Immediate notification signals	Technical problems
YES Burglary	YES Blackout
YES Robbery	YES Battery voltage drop
YES Fire detection	YES 24-hour test
YES Personal threat	YES Activation
YES Medical help	YES Deactivation

### MEANS OF PAYMENT

Cash payment <input type="checkbox"/>	Cheque <input type="checkbox"/>	Interbank <input type="checkbox"/>	Credit card <input type="checkbox"/>	Other <input type="checkbox"/>
Subscription duration				
Principal charge amount				
Extra services				
(prices per month excluding VAT)				

#### THE COMPANY

**SPARTAN SECURITY**  
 ΙΔΙΩΤΙΚΗ ΕΤΑΙΡΕΙΑ ΠΑΡΟΧΗΣ ΥΠΗΡΕΣΙΩΝ ΑΣΦΑΛΕΙΑΣ  
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 ΔΕΣΠΟΤΕ ΣΕΧΟΥ 17 & ΑΝΤΙΜΑΧΙΔΟΥ 9 - ΑΘΗΝΑ 117 43  
 ΤΗΛ. 210 9232437 - FAX. 210 9245747  
 Α.Φ.Μ. 095536990 - Δ.Ο.Υ. ΙΖ' ΑΘΗΝΩΝ

The Director  
 Charalampos K. Karabatsos

#### THE INSTALLER

#### THE SUBSCRIBER

# GENERAL TERMS

1. SPARTAN security has stated that it has at its headquarters an alarm reception center in order to receive signals from the connected subscribers and to alert, in case of an alarm, the Police Authorities as well as the authorized persons designated and declared by the subscriber. The center is staffed by skilled operators and operates 24/7 throughout the year. It should be stressed that the alarm is a means of prevention, not repression.
2. The Company is obliged, in the case of an alarm signal, to alert the Police Authorities as well as the designated authorized persons (unless the latter decide against notifying the Police Authorities and expressly declare their decision).
3. Connection to the Company's Central Station is established via the existing Customer-subscriber phone line or via a GPRS device operating on a prepaid SIM card. In the latter case, the customer-subscriber will be solely responsible for any problem or malfunction. The Company cannot be held responsible in case of malfunctions in the telecommunications network and any problem or a third party intervention in the telephone connection that may result in failure to send/receive a signal to/from the Signal Reception Center. The Company will make every effort to ensure uninterrupted, high quality services as well as a smooth operation of its network. The Company's technical equipment is described in detail on its website [www.spartan.gr](http://www.spartan.gr), and updated during each upgrade. The Company cannot be held responsible for the quality, adequacy and security or malfunction of the telecommunications and/or other networks, which may result in failure to send/receive an alarm signal to/from the Signal Reception Center or for the difficulty of routing outgoing or incoming calls.
4. No liability will be assumed by the Company if, having deemed it necessary to notify the Authorized Person(s) designated by the Customer- Subscriber, the latter do not answer the phone call.
5. The alert sequence is not binding. If one of the designated Authorized Persons responds, then the Company's obligation has been performed.
6. The subscriber is obliged to:
  - (a) maintain the system at least annually and deliver to the Company a maintenance certificate signed by the installer-maintainer stating that the system is in perfect working order. In case the Customer-Subscriber notices any damage or anomaly in the operation of the encoder (communication with the Central Station), he/she is obliged to call the Installer and order him to repair any malfunctioning device. The Company has no liability-obligation to restore the proper operation of the encoder system,
  - (b) follow the instructions given to him/her by the Central Station and/or the Installer for the proper operation of the system,
  - (c) preserve the confidentiality of the subscriber identification number (code), since the demand for information from the Central Station is only made upon disclosure thereof.
  - (d) notify the Company in the event of incorrect handling, giving the identification code to the operator upon request (incorrect handling is considered to be: any operation that activates the alarm without a cause).
  - (e) immediately inform the Company in writing in case there is a change in the authorized persons who have been designated for notification.
  - (f) allow the installer/technician to enter his/her premises in order to deprogram his/her system whenever for any reason he/she no longer wishes to receive the Company's services or does not pay his/her subscription. As long as the subscriber's security code is not deactivated, that is, as long as he/she continues sending signals to the Company, the subscriber is normally charged, irrespective of whether the company has withheld or not the provision of its services.
7. If the Company does not receive a daily alert notice, it is obliged to inform the Installer/maintainer.
8. The Installer is obliged to:
  - (a) inform the subscriber in case the company does not receive a daily alert; he is also solely responsible for the restoration of the proper operation of the system and the encoder.
  - (b) deprogram the subscriber's alarm system when, for any reason, he/she no longer wishes to receive the Company's services, or does not pay his/her subscription, in order to deactivate the Company's security code.
9. On-off monitoring is charged separately. GPRS provision is charged with card costs. Any other service is charged after consultation with the Customer-Subscriber.
10. The Company has no liability for the failure to provide services when it is due to force majeure, such as, for example, wars, earthquakes, floods, lightning, fires, strikes, terrorist acts, sabotage, etc.
11. The Company reserves the right to deny services to subscribers or to discontinue them, when there are reasonable reasons, without any financial charge, by informing the Installer.
12. The Company complies with the privacy and confidentiality rules for Personal Data Protection. The subscriber gives his approval to the company in regard to the use of any personal information concerning users or authorized persons he/she discloses - at his/her sole discretion - for the purpose of informing third parties and/or using digital communications. The subscriber by providing his personal information, automatically accepts to receive informational SMS and e-mail for new service announcements, reminder of financial pending issues, corporate news etc, sent by the Company.
13. For safety reasons, the Company maintains a call logging system, which means that calls to and from the Company may be recorded.
14. Signals are digitally recorded in the Company's electronic records and stored for a period of 3 months for the purpose of sharing with everyone entitled to receiving them according to the provisions of the law.
15. The cost of the subscription is prepaid annually or upon agreement depending on the additional services of the subscriber. In case that the subscriber decides for any reason to terminate his cooperation with the Company, the Company is obliged to return the relevant amount of the remaining paid period to a bank account that the subscriber will nominate. In case that the subscription is not paid by the expiration date of the current invoice, the Company may temporarily suspend its services and charge reconnection fees, depending on the installed security system and the services of the subscriber.
16. For the services provided by the Installer, the Company assumes no liability whatsoever.
17. This document:
  - (a) cannot be considered as an insurance contract of any form of property, existing goods, or persons. The Company does not assume herewith any kind of civil or other liability towards the subscriber.
  - (b) is valid for the duration of the subscription, which may be extended provided the subscriber pays the specified subscription fee immediately or within 10 days after the expiration of this agreement, otherwise the agreement will not be valid for up to 10 days after the expiration of the subscription period (without any other notice).
18. The Courts of Athens shall be responsible for the settlement of any dispute between the Subscriber and the Company.

## THE CONTRACTUAL PARTIES

THE COMPANY

THE PARTNER

THE SUBSCRIBER

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