

PRIVACY NOTICE - CONTACT US AND ENQUIRIES

This privacy notice is to inform you about how we process your personal data when submitting requests and enquiries to us via contact forms and emails.

In collecting this information, we are acting as a data controller and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

To be fully informed, this Privacy Notice should be read together with the Privacy Policy.

In case you need additional information, please contact us!

WHAT PERSONAL DATA DO WE PROCESS ?

For managing your requests, we usually ask you for your **name**, **email address** or any **other information** provided relating to your request.

WHY DO WE PROCESS THIS INFORMATION?

We will use your information to manage your request.

WHAT IS THE LEGAL GROUND THAT WE RELY ON?

We rely on our **legitimate interest** when processing your data, in order to:

- Improve our products and services by analysing various types of requests that people address to us;
- Provide you information you ask for;
- Improve the customer experience;
- Keep records regarding communication with you for defending our rights, if necessary;
- Other similar reasons.

When the processing of personal data is required by law or is necessary for the compliance with a legal obligation, the legal basis on which rely is the compliance with our **legal obligation**.

We can also process your data based on the performance of a **contract** to which you are a party or to take steps, at your request, before concluding a contract.

WHICH CATEGORIES OF THIRD PARTIES HAVE ACCESS TO YOUR DATA?

If you send your request by filling out the contact form on our website or by email, you should know that your data is managed by Aruba S.p.A. for storage and transmission purposes. In this end, Aruba is providing us with web hosting and email services.

For getting more information about our processors, please access the ***Third-party processors privacy notice***.

Other third parties categories, which help us with day-to-day operations, as mentioned in Privacy Policy, might have access to your personal data.

HOW DO WE HANDLE INTERNATIONAL TRANSFER OF DATA?

The data which we collect from you is usually processed in Italy, European Union and safe countries where similar legal provisions on data protection apply.

Your data is also stored on our servers on DropBox, which is located in EU and US. Your data transmitted to the USA is as safe as transfers between member states of the European Union, by virtue of the adequacy decision pursuant to Article 45(3) of the GDPR.

For more details, please refer to the **“Where we send your data”** section from the Privacy Policy.

HOW LONG DO WE KEEP YOUR INFORMATION FOR?

Your information is kept in accordance with our data retention policy.

The criteria on the basis of which we establish data retention are:

- Legal retention periods, where appropriate;
- Contractual obligations in which you are a party, if applicable;
- The legitimate interests of the Companies.

We periodically evaluate storage periods to ensure that we only keep your data for as long as necessary in relation to the intended purposes.

Erasure of your data shall only be carried out in so far as such personal data is no longer necessary for other purposes.

YOUR RIGHTS OVER YOUR INFORMATION

In order to use your personal data for the mentioned purposes, you have the following rights:

- Right to be informed;
- Right of access;
- Right to erasure ('right to be forgotten') within the limits permitted by law.
- Right to restriction of processing;
- Right to data portability to other controller, under the conditions stipulated by law;
- Right to object;
- Right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you;
- Right to lodge a complaint with a supervisory authority.

CHANGES TO THIS PRIVACY NOTICE

This Privacy Notice will be reviewed from time to time. If we decide to change this Privacy Notice, we will post the changes here. However, if we intend to make material changes to the way we use your personal data, we will notify you before doing so. Any personal data held will be governed by our most current notice.

Last update: January 2025