

Customer Information

Information provided pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 (hereinafter also: "Regulation" or **GDPR**) regarding the **use of data for the purpose of managing information requests**.

DATA CONTROLLER

The Data Controller is RM PONTEROSSO SPA, with registered office at Via Del Trifoglio 17, 30175 Venice.

WHAT PERSONAL DATA DO WE PROCESS?

- **Identification and personal data:** first name and surname, company name;
- **Contact information:** landline and/or mobile phone number, email address;
- **Other data provided in the customer service request, for example:**
 - Tax code, VAT number, legal representative and contact information: first name, surname, identification document data;

WHO DO WE COLLECT YOUR DATA FROM?

- directly from you when you make a request through the **customer service section of our website or via the email address you sent the request to;**
- from third parties or publicly accessible sources (for example, the Chamber of Commerce and professional registers), in compliance with applicable regulations.

FOR WHAT PURPOSES AND ON WHAT BASIS DO WE PROCESS YOUR DATA

Purpose	Legal basis
Activities related to your request for information about our service offerings or to receive a quote.	Execution of pre-contractual measures at the request of the data subject (Article 6.1 letter b) of the GDPR)
Compliance with regulatory requirements, such as health and safety regulations, and with provisions of the Authorities.	Legal obligation (Article 6.1 letter c) of the GDPR)
Activities related to physical security, IT security, and fraud prevention.	Legitimate interest (Article 6.1 letter f) of the GDPR)

DATA RECIPIENTS

Recipients of your data may include companies and individuals who perform, by way of example and not limited to, the following activities:

- provision and management of IT and telecommunications procedures and systems;
- IT security;
- physical security;
- professional consultancy;

The individuals referred to in the previous points process your personal data, depending on their specific activities, as Data Processors, authorized data processors, or even as independent Data Controllers. Your personal data is also accessed by employees and collaborators who, in relation to the specific tasks performed, have been authorized to process it by the Data Controller.

Methods, storage times and place of processing.

Your personal data will be processed in a manner that ensures adequate security and confidentiality and prevents unauthorized access or use. The data is processed in Italy and is not transferred to countries outside the EU.

We retain your personal data for the period strictly necessary to process your request for information about our products and services and, in any case:

a) for potential customer data, no later than 24 months from the time of collection;

b) for customer data, for the entire duration of existing relationships and, in accordance with current legislation, for a period of 10 years from the termination of the contract in compliance with the Italian Civil Code or, in the event of disputes, for the limitation period established by the legislation for the protection of related rights, without prejudice in any case to longer retention periods exclusively in cases expressly provided for by law or to pursue a legitimate interest, ours or that of third parties.

Rights of interested parties

The GDPR grants you the following rights:

- Access (pursuant to Article 15 of the GDPR): You have the right to obtain confirmation as to whether or not personal data concerning you is being processed and to obtain information about the processing in progress, subject to the limitations set by law.
- Rectification (pursuant to Article 16 of the GDPR): You have the right to obtain the rectification of inaccurate personal data concerning you and the completion of incomplete data.
- Erasure (pursuant to Article 17 of the GDPR): The GDPR provides for a series of cases in which you have the right to obtain the erasure of personal data concerning you (for example, if the data is no longer necessary for the purposes for which it was processed and there is no other legal basis for the processing).
- Restriction (pursuant to Article 18 of the GDPR): The GDPR provides for a series of cases in which you have the right to obtain the restriction of the processing of personal data concerning you (for example, for the period necessary to carry out the appropriate checks on the personal data whose accuracy you have contested).
- Portability (pursuant to Article 20 of the GDPR): The GDPR provides a series of cases in which you have the right to receive the personal data you have provided to us and concerning you in a structured, commonly used, and machine-readable format. The GDPR also protects your right to transmit this data to another data controller without hindrance from us.
- Objection (pursuant to Article 21 of the GDPR): The GDPR allows you to object to the processing of your personal data under the conditions established by the law. In these cases, the processing will no longer be carried out unless there are compelling reasons for doing so or it is necessary for the establishment, exercise, or defense of legal claims.
- Complaint (pursuant to Article 77 of the GDPR): If you believe that the processing of your data is violating the law on personal data processing, you have the right to lodge a complaint with the competent Data Protection Authority or to take appropriate legal action (pursuant to Article 79 of the GDPR).

Requests must be submitted in writing to the Data Controller by email to the following address: risorseumane@rmponterosso.it.