

INFORMATION ON CUSTOMER CARE

DATA CONTROLLER

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PURPOSE OF PROCESSING

Personal identification and contact data, gathered from the party concerned – the website user – without any kind of pressure from the Data controller, are subject to processing and are processed and used for the following purposes:

- (a) to respond to the request from the user for information, support, technical assistance and customer care or other requests from the user, as well as for other and/or complementary purposes, such as storage and processing which is proper and lawful.
- (b) to send communications on future commercial initiatives and promotions; to communicate the services and special offers of the Data controller and to send messages and promotions relating to its activities, and for related purposes.

CONFERRING DATA AND CONSENT

Conferring data and consent to processing is voluntary in relation to point A, although refusal may mean the Data controller is unable to respond to your request. However, your consent is needed for processing in relation to point B, because this concerns the commercial activities and promotions of the Data controller. Consent is deemed to have been given freely by flagging the box “Gives consent”.

METHOD OF PROCESSING

The processing of your personal data shall comply with the principles of honesty, lawfulness, and transparency, safeguarding confidentiality and your rights. They are processed with the use of current IT systems and hard copy, by authorized personnel. The Data controller shall take technical and organizational measures according to the level of risk.

TRANSFER OF DATA OUTSIDE THE EU

The personal data of persons involved will not be transmitted to a third country. If, in the future, personal data are transferred abroad or to international organizations, the provisions of heading V shall apply (EU Regulation 2016/679) in order to ensure a sufficient level of protection.

RIGHTS OF THE PARTIES INVOLVED

The party involved may ask the data controller for access to his/her/its personal data, their rectification (Article 16 GDPR) or deletion (Article 17 GDPR) or for restrictions on their processing (Article 18 GDPR) and may object to processing. You also have the right to ask for a complete list of your rights, writing to the address of the Data controller.

COMMUNICATION AND DISSEMINATION

Your data, after processing, will not be disseminated, sold or exchanged with third parties without your permission, unless this is required to provide the requested service. Data may be communicated to the relevant Authorities, in compliance with the law.

STORAGE PERIOD

Data are stored for a period no longer than the aims for which they were collected and subsequently processed and, in any case, for a period of no more than 5 years if the party concerned has not, in the meantime, objected to data processing.