

PRIVACY POLICY

Pursuant to Article 13 of European Regulation No. 2016/679 (hereinafter, the ‘**Privacy Regulation**’), Tecnosystemi S.p.A. Società Benefit (Tax Code and VAT No. 02535780247) with registered office in 31029 Vittorio Veneto (TV), Via dell'Industria 2/4, e-mail info@tecnosystemi.com (hereinafter, the ‘Company’), as Data Controller, wishes to inform you about the processing of your personal data in relation to the “**Support**” and ‘**Return**’ services.

1. Source of personal data

Personal data acquired or to be acquired in relation to the ‘Support’ and ‘Return’ services are collected directly from the data subject. All personal data collected are processed in compliance with current legislation and, in any case, with due confidentiality.

2. Nature of the collection

In order to use the ‘Support’ and ‘Return’ services under the Conditions indicated on the website, the collection of personal data is mandatory; refusal to provide such personal data will make it impossible to use the aforementioned services. The related processing does not require your consent.

3. Purpose of processing and legal basis for processing

The collection or processing of personal data is for the sole purpose of adequately fulfilling the obligations associated with the provision of ‘Support’ and ‘Return’ services, including the fulfilment of obligations under laws, regulations, EU regulations and provisions issued by public authorities. The legal basis for the processing is the performance of the service you have requested, pursuant to Article 6, paragraph 1, letter b) of the Privacy Regulation.

4. Methods of processing

Personal data will be processed lawfully and fairly and in any case in compliance with current privacy legislation, using appropriate tools to ensure security and confidentiality, and may also be carried out using IT tools designed to store, manage and transmit the data.

The processing will be carried out mainly by the Company's internal organisation, under the direction and control of the relevant company departments and for the purposes indicated above.

5. Duration of processing

Personal data will be stored in a form that allows the identification of the Data Subject for a period of time not exceeding that necessary for the purposes for which it is collected and processed and, in any case, for a period not exceeding 10 years, without prejudice to further legal obligations and judicial protection.

6. Recipients of personal data

Without prejudice to communications made in compliance with a legal obligation, regulation or EU legislation, the communication, including through simple consultation or provision of personal data concerning you, may be made to the following subjects:

- a. entities, supervisory bodies, authorities or public institutions;
- b. natural or legal persons providing specific services, such as, by way of example and without limitation, data processing, logistics and postal services, customer satisfaction surveys, legal,

administrative, tax and/or accounting advice, organisation of trade fairs and communication events, etc.;

c. commercial intermediaries, banks and credit institutions, financial intermediation companies, natural or legal persons responsible for credit recovery, auditing and/or certification of financial statements and quality systems, independent collaborators of the Company, agents and informants, insurers and brokers, shippers, etc.

The subjects referred to in the preceding points operate as independent Data Controllers.

We assure you that, in any case, only personal data that is aggregated and anonymous, or personal data that is necessary and relevant to the purposes of the processing for which it is intended, will be transferred to the aforementioned parties.

The list of these third parties will be constantly updated and accessible upon request to the Company. Due to the existence of links with them by electronic, computerised or correspondence means, personal data may be made available abroad, possibly even outside the EU countries, subject to the existence of the relevant authorisation, or on the basis of standard contractual clauses. Personal data will not be disclosed in any case.

7. Rights of the Data Subject

You retain the right to exercise your rights of access to the references indicated in the introduction to personal data provided for in Article 15 of the Privacy Regulation and the rights provided for in Articles 16, 17, 18, 21 of the Privacy Regulation regarding rectification, erasure, restriction of processing and the right to object, within the limits of Article 2-undecies of the Privacy Code and in the manner established by Article 12 of the Privacy Regulation.

8. Right to lodge a complaint pursuant to Article 77 of the GDPR

If our Company does not respond within the time limits set out in the legislation or if the response to the exercise of your rights is not satisfactory, you may lodge a complaint with the Data Protection Authority at the following coordinates: website www.gpdp.it or www.garanteprivacy.it, email protocollo@gpdp.it, fax (+39) 06.69677.3785, telephone switchboard (+39) 06.69677.1.

9. Further information

Further information regarding the processing and communication of personal data may be requested from the Company.

The updated list of Data Processors, where appointed, is available on request from the Company's address.