

Information on the Processing of Personal Data of Customers

Pursuant to Article 13 of EU Regulation 2016/679 and the current national legislation

As a "Data Subject," meaning the entity to which the processed data refers, we wish to inform you of the essential elements of the processing carried out pursuant to Article 13 of EU Regulation 2016/679 (hereinafter "GDPR") and the applicable national legislation.

Purpose of the Processing

The collection and processing of personal data are carried out in order to:

1. Fulfill all operations required by legal obligations, fiscal and tax provisions arising from business activities, and anti-money laundering regulations;
2. Establish and execute ongoing contractual relationships;
3. Carry out operations strictly related to the initiation of the aforementioned relationships, including the acquisition of information prior to the conclusion of the contract;
4. Manage relations with the Customer for administrative, accounting, ordering, shipping, invoicing services, and the management of any disputes;
5. Measure customer satisfaction and compile internal-use statistics.

The data will be processed in compliance with principles of fairness, lawfulness, transparency, and respect for your confidentiality and rights. The purposes of providing services and commercial dispute resolution, as well as promotional activities, concern the processing of the Customer's personal data only. The Customer's personal data will be processed for the entire duration of the contractual relationships established and even afterwards, in order to fulfill all legal obligations and for potential future commercial purposes.

Processing Methods

The data processing for the purposes outlined is carried out using both automated methods on electronic or magnetic media and non-automated methods on paper, in compliance with the confidentiality and security rules established by law, regulations, and internal procedures.

Location of Data Processing

The data is currently processed and stored at the headquarters at Via Briati 10 - 30141 Venice Murano. It is also processed on behalf of the Data Controller by professionals and/or companies tasked with technical, development, management, and administrative-accounting activities.

Mandatory or Optional Nature of Data Provision

Some data are essential for the establishment and execution of the contractual relationship, while other data may be considered ancillary to such purposes. The provision of data to this company is mandatory only for data required by legal or contractual obligations.

Consequences of Refusal to Provide Data

In cases where data provision is required by law or contract, any refusal would prevent the company from executing or continuing the contract, as this would constitute unlawful processing. In cases where there is no legal obligation, refusal to provide data would not have such consequences, but it would still prevent the execution of related operations.

Data Communication

Without prejudice to communications and disclosures made to fulfill legal obligations, data related to your company may be communicated to:

- Professionals and consultants, consultancy firms, factoring companies, credit institutions, debt collection agencies, credit insurance companies, commercial information companies, companies operating in the transport sector;

- Public and private entities, even following inspections or verifications (e.g., tax administration, tax police, judicial authorities, labor inspectorate, ASL, social security institutions, ENASARCO, Chamber of Commerce);
- Entities that can access your data by law.

Personal data is stored on servers within the European Union and will not be disclosed or transferred. However, if necessary, the Data Controller reserves the right to transfer data outside the EU. In such cases, the Data Controller guarantees that the transfer will comply with applicable laws, following the standard contractual clauses issued by the European Commission.

Data Retention Period

The data provided will be stored in our archives according to the following parameters:

- For administrative, accounting, ordering, quotation management, production flow, assistance and maintenance, shipping, invoicing services, and dispute management activities: 10 years as required by Article 2220 of the Civil Code, unless payment delays justify an extension;
- For the purposes outlined in section 5, the retention period is until the contract and/or commercial relationship expires.

Data Subject Rights

At any time, you may exercise your rights under Articles 15 to 22 of EU Regulation 2016/679, including:

- a. Requesting confirmation of the existence of your personal data;
- b. Obtaining information on the purposes of processing, categories of personal data, recipients, and, when possible, the retention period;
- c. Requesting the rectification and deletion of data;
- d. Requesting the restriction of processing;
- e. Exercising the right to data portability, i.e., receiving your data in a structured, commonly used format, and transferring it to another controller without hindrance;
- f. Objecting to the processing at any time, including for direct marketing purposes;
- g. Opposing automated decision-making, including profiling;
- h. Requesting access to your personal data, its rectification, or deletion, or limiting its processing, or objecting to its processing, in addition to the right to data portability;
- i. Withdrawing consent at any time without affecting the lawfulness of processing based on prior consent;
- j. Lodging a complaint with a supervisory authority.

Update to the Information Notice

Please note that this information notice may be subject to periodic revisions due to changes in legislation and case law. In the event of significant changes, you will be duly informed.

Contact Information of the Data Controller

The Data Controller, to whom you can address any requests regarding the above rights, is Stazione Sperimentale del Vetro Società Consortile per Azioni, located at Via Briati 10 - 30141 Venice Murano. You can also exercise your rights by sending communications to the following email address: info.privacy@spevetro.it.