

## IDC - Indicom Document Care

39 Carnevali Street  
20158 Milan (MI)  
P.IVA 12187220962  
PEC: idc.indicom@pec.it



### Information on the processing of personal data ex art. 13-14 Reg.to EU 2016/679

#### Data Subjects: Customers.

IDC - Indicom Document Care in its capacity of Data Controller of your personal data, pursuant to and for the purposes of EU Reg. 2016/679 hereinafter 'GDPR', hereby informs you that the aforementioned legislation provides for the protection of data subjects with respect to the processing of personal data and that such processing will be based on the principles of fairness, lawfulness, transparency and protection of your confidentiality and your rights.

Your personal data will be processed in accordance with the legislative provisions of the above-mentioned legislation and the confidentiality obligations stipulated therein.

Purposes and legal basis of processing: in particular, your data will be processed for the following purposes related to the implementation of fulfillments related to legislative obligations:

- Mandatory legal obligations in the field of taxation and accounting.

Your data will also be used for the following purposes related to the implementation of measures related to contractual or pre-contractual obligations:

- After-sales service;
- Consulting activities;
- Customer management;
- Quality management;
- User request management;
- Information by telematics;
- Scheduling of activities;
- Customer satisfaction survey;
- Customer billing history;
- Sales.

Your data will also be used for the following purposes necessary for the pursuit of the legitimate interest of the owner:

- Litigation management;
- Possibly to fulfill market and statistical surveys and to send promotional-advertising material by electronic systems (CRM, email, other electronic communications) and by traditional systems (call center, paper mail). It is possible to revoke consent by writing to [marketing@indicom.it](mailto:marketing@indicom.it).

For the purposes of the indicated processing, the Controller may become aware of special categories of personal data and in detail: Family Data, Internet Browsing Log Files (e.g. IP), health status. The processing of personal data for these special categories is carried out in compliance with Article 9 of the GDPR.

For the purposes of the indicated processing, the Data Controller may become aware of personal data relating to criminal convictions or offenses under Article 10 of the GDPR and in particular: information concerning judicial orders, information concerning the quality of defendant or suspect under Articles 60 and 61 of the Code of Criminal Procedure.

Method of processing. Your personal data may be processed in the following ways:

- By means of electronic calculators using software systems operated by Third Parties;
- By means of electronic calculators using directly managed or programmed software systems;
- Outsourcing of processing operations to third parties;
- Creation of profiles related to customers, suppliers or consumers;
- Processing by means of electronic calculators;
- Manual processing by means of paper files.

All processing is carried out in accordance with the methods set out in Articles 6, 32 of the GDPR and through the adoption of the appropriate security measures provided.

Your data will be processed only by personnel expressly authorized by the Data Controller and, in particular, by the following categories of authorized personnel:

- Production Area;
- Purchasing Office;
- Administration Office;
- Project Area Office;
- Infrastructure Systems Area Office;
- R&D Systems Area Office;
- Sales Office;
- Conservation Office;
- Consulting Office;
- Electronic Invoicing Office;
- Marketing Office;
- Sales Office.

Communication: your data may be communicated to external parties for proper management of the relationship and in particular to the following categories of Recipients including all duly appointed Data Processors:

- Banks and credit institutions;
- Consultants and freelancers, including in associated form;
- Electronic invoicing platform software provider;
- Partner companies;
- Freight Forwarders, Carriers, Padroncini, Postal Service, Logistics Companies.

Dissemination: Your personal data will not be disseminated in any way.

Retention Period. Please note that, in accordance with the principles of lawfulness, purpose limitation and data minimization, pursuant to Article 5 of the GDPR, the retention period of your personal data is:

- Established for a period of time not exceeding the achievement of the purposes for which they are collected and processed for the execution and fulfillment of contractual purposes;
- Established for a period of time not exceeding the fulfillment of the services provided;
- Established for a period of time not exceeding the achievement of the purposes for which they are collected and processed and in compliance with the mandatory timeframes prescribed by law.

Cookie management: should you have any doubts or concerns about the use of cookies you can always take action to prevent them from being set and read, for example by changing the privacy settings within your browser to block certain types.

Since each browser - and often different versions of the same browser - also differ significantly from each other if you prefer to take action yourself via your browser's preferences you can find detailed information on the necessary procedure in your browser's help. For an overview of how to take action for the most common browsers, you can visit [www.cookiepedia.co.uk](http://www.cookiepedia.co.uk).

Advertising companies also allow you to opt out of receiving targeted ads if you wish. This does not prevent the setting of cookies, but it stops the use and collection of certain data by these companies.

For more information and opt-out options, visit [www.youronlinechoices.eu/](http://www.youronlinechoices.eu/).

Data Controller: the Data Controller, in accordance with the Law, is IDC - Indicom Document Care (Via Carnevali 39 , 20158 Milan (MI); P. IVA:

12187220962) in the person of its legal representative pro tempore.

You have the right to obtain from the controller the deletion (right to be forgotten), limitation, updating, rectification, portability, opposition to the processing of personal data concerning you, as well as in general you can exercise all the rights provided for in Articles 15, 16, 17, 18, 19, 20, 21, 22 of the GDPR.

### EU Reg. 2016/679: Articles 15, 16, 17, 18, 19, 20, 21, 22 - Rights of the Data Subject

1. The data subject has the right to obtain confirmation of the existence or non-existence of personal data concerning him or her, even if not yet recorded, their communication in an intelligible form and the possibility to complain to the Control Authority.

2. The data subject has the right to obtain information on:

- a. of the origin of the personal data;
- b. Of the purposes and methods of the processing;
- c. of the logic applied in case of processing carried out with the aid of electronic instruments;
- d. of the identification details of the data controller, data processors and the representative designated pursuant to Article 5, paragraph 2;
- e. of the subjects or categories of subjects to whom the personal data may be communicated or who may become aware of them in their capacity as designated representative in the territory of the State, managers or appointees.

3. The interested party has the right to obtain:

- a. the updating, rectification or, when interested, the integration of data;
- b. the cancellation, transformation into anonymous form or blocking of data processed in violation of the law, including data whose retention is not necessary in relation to the purposes for which the data were collected or subsequently processed;
- c. certification that the operations referred to in letters a) and b) have been brought to the attention, also as regards their content, of those to whom the data have been communicated or disseminated, except where this proves impossible or involves a manifestly disproportionate use of means compared to the protected right;
- d. the portability of the data.

4. The data subject has the right to object, in whole or in part:

- a. on legitimate grounds, to the processing of personal data concerning him/her, even though they are relevant to the purpose of the collection;
- b. to the processing of personal data concerning him/her for the purpose of sending advertising or direct sales material or for carrying out market research or commercial communication.

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### Data subject consent acquisition formula

Date : ..... Place : .....

First name, Last name : .....

Do you give your consent to the disclosure of your personal data?

☐ YES ☐ NO Partner companies