

INFORMATION ON THE PROCESSING OF PERSONAL DATA CUSTOMER SERVICE TELEPHONE RECORDING Art 13 – 14 Reg UE 2016/679

In connection with the processing of the personal data provided, please note that:

1. Data Controller and Data Protection Officer (DPO)

The Data Controller is Marcolin S.p.A., located in Zona Industriale Villanova 4, 32013 Longarone (BL), P.IVA 00298010257 (hereinafter the "Company" or the "Controller").

The Company also appointed the Personal Data Protection Officer (DPO) who can be contacted via e-mail at dpo@marcolin.com.

2. Type of data processed, Purpose of processing and legal basis for processing

The personal data acquired are those provided by the Data Subject when contacting the Data Controller's Customer Service, i.e. collected in the context of commercial, technical, contractual and customer care services with the aid of computerised means. In particular, the following personal data will be collected and processed: contact data, first name, surname, role, e-mail of the customer/customer/caller; content of the request; and recording and transcription of the telephone calls received. Any interest in collecting and/or recording special or judicial data is excluded, so please do not provide such information during phone calls with operators. Any communication of special data will only be processed by the Data Controller in the event that they are conferred in order to handle your request.

The purposes of the processing are as follows

- a) To manage your requests more efficiently and quickly
- b) Measuring and monitoring the level of customer satisfaction and/or any critical issues in relations and defining dedicated commercial actions and actions towards operators
- c) Measure and improve customer service services
- d) Protect the company in the event of disputes or complaints.

The legal basis for the processing of data is the granting of your express consent to the processing at the time of the telephone call. During the telephone call, you will be notified in advance of the recording by means of a brief information note issued by a recorded voice. If you do not wish to interrupt the telephone call, the principle of 'continuation of the telephone call/consent' to the recording will be manifested.

4. Data transfer to third countries

Data processing will be carried out within the European Union. In the event of any transfer, this will take place in accordance with the legislation in force from time to time on the transfer of data to third countries.

5. Processing method, period and data retention criteria

Customer data and case contents will be processed in digital format on the company's CRM system and will be retained for the period necessary to fulfil the above-mentioned purpose(s) and at the end of this/these for the further prescriptive period prescribed by law relating to the retention of contracts and administrative data and/or for defence in court if necessary (ten years from the last use and/or prescription interruption event).

Telephone records shall be retained for the period of two months.

6. Provision of data

Registration and transcription of the telephone call is optional. Upon receipt of the call, the user will be advised of the recording of the call and the purpose of the processing, with reference to this information notice for further information, and may continue the call, thereby granting consent to the recording, or hang up by not granting consent and may contact customer service by e-mail.

The provision of customer data is obligatory for the execution of the request and the connection of the customer to the customer. Failure to provide the data will result in the impossibility of responding. The provision of other requested data relating to the caller is optional and failure to provide it will have no consequences for the handling of the case.

7. Rights of the data subject, Withdrawal of Consent and Complaint to the Supervisory Authority

The data subject has the right at any time to request access to his/her personal data, rectification, deletion, restriction of the same, to object to the processing and to exercise the right to data portability by writing to the email address below. In any case, the data subject has the right to revoke at any time any consent given to the processing of data, without prejudice to the lawfulness of the processing based on the consent given before revocation.

In the event of an alleged infringement, the data subject also has the right, where applicable, to lodge a complaint with a data protection supervisory authority in the EU Member State where he or she normally resides or in the EU Member State where he or she works or where the alleged infringement took place.

8. Profiling and automated decision-making processes

Processing is not carried out by means of automated decision-making processes (e.g. profiling).

9. Contacts and requests

To find out the full list of Privacy Delegates appointed for each area and activity and the Persons in charge/to obtain further information on the transfer of data to non-EU countries, the mechanisms and safeguards for transferring data pursuant to Article 44 et seq. of the GDPR/to exercise the revocation of any consent given/to exercise your rights (access, rectification, cancellation, restriction, opposition, portability) you may send a request to the following email contact: info@marcolin.com.

Marcolin SpA