



PRIVACY POLICY – TEX@INFO ASSISTANCE SERVICE

With this policy, pursuant to art. 13 of Regulation (EU) 2016/679 on the protection of personal data (hereinafter “**GDPR**”), TEXA S.p.A. (hereinafter “**TEXA**”) and the other Companies of the TEXA Group (hereinafter the “**Companies**” or jointly the “**TEXA Group**”) wish to provide Customers with information on the categories, purposes and methods of processing of the Personal Data (hereinafter “**Data**”) that may be processed when they access the **TEX@INFO** service (hereinafter “**Service**”) and in particular when they contact the TEXA phone assistance or access the iSupport service.

For the purposes of this policy, the Customer is the natural or legal person who purchased (directly or through an authorised party) a product and/or service from TEXA or from a Company of the TEXA Group.

The Customer is the Data Subject (hereinafter “**Data Subject**”) to which the personal data belong and owner of the rights recognised by the GDPR.

The Data Controller (hereinafter “**Controller**”) is the Company belonging to the TEXA Group that processes the Data Subject's personal data in performance of the Contract related to the products and services purchased or requested.

1. DATA CONTROLLER

The Customer's Data Controller is:

- **TEXA S.p.A.** with registered office in via 1 Maggio 9, 31050 Monastier di Treviso (TV), VAT No. 02413550266, which can be contacted at the following e-mail address: privacy@texa.com. TEXA has appointed a Data Protection Officer, who can be contacted at the following e-mail address: dpo@texa.com.
- **TEXA Deutschland GmbH** with registered office in In den Mühlwiesen, 5 D-74182 Obersulm Deutschland In den Mühlwiesen, 5 D-74182 Obersulm Deutschland, which can be contacted at the following e-mail address: info.de@texa.com.
- **TEXA Ibérica Diagnosis, S.A** with registered office in Carrer Llevant, 2 La Palma de Cervelló – 08756 Barcelona, Spain, which can be contacted at the following e-mail address: info.es@texa.com.
- **TEXA UK Ltd** with registered office in 32-34 Churchill Way – Lomeshaye Ind. Est. Nelson – Lancashire – BB9 6RT United Kingdom, which can be contacted at the following e-mail address: info.uk@texa.com.
- **TEXA France SARL** with registered office in 12 Rue Jules Grevy 42350 La Talaudière France, which can be contacted at the following e-mail address: info.fr@texa.com.
- **TEXA Poland Sp. Z O.O.** with registered office in Ul. Brzezińska, 52° 41- 404 Myslowice Poland, which can be contacted at the following e-mail address: info.pl@texa.com.
- **TEXA Diagnóstico Automotivo do Brasil Comercial LTDA.** with registered office in Rua Herculano de Freitas, 377 B. Fundação CEP 09520-280 São Caetano do Sul São Paulo – BRASIL, which can be contacted at the following e-mail address: info.br@texa.com.
- **TEXA USA Inc.** 409 Joyce Kilmer Avenue New Brunswick, NJ, 08901, which can be contacted at the following e-mail address: northamerica@texa.com.

To exercise their rights and for any other matter relating to Data processing, the Data Subjects can refer to each Controller by sending a specific written request to the abovementioned contacts.

2. CATEGORIES OF PROCESSED DATA AND NATURE OF PROVISION

When accessing the Service, the following data may be collected and processed:

- Customer/Data Subject's identification data (name, surname, or other Customer's identification data),
- contact data (telephone number, e-mail address),

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Plant entrance: Via Vallio, 15 - 31050 Monastier di Treviso - ITALY

Tax no.- Company Register of Treviso and Belluno no. – VAT registration no.: 02413550266

Share capital 10.000.000 € i.v. - R.E.A. N. TV - 208102

Single-member company subject to management and coordination by Opera Holding S.p.A. with sole shareholder.

Legal Representative: Bruno Vianello

Phone +39 0422 79 13 11 - Fax +39 0422 79 13 00 - www.texa.com





- contents of the request, if it includes personal data (such as VIN, licence plate).

Provision of the data is required to manage the request and fulfil the Contract with the Customer. Failure to provide the data may prevent the provision of the service.

Data Subjects are informed that, unless they object, the phone call will be recorded. For detailed information on such processing, please refer to the specific policy in the website section: <https://www.texa.com/privacy/>.

3. PROCESSING PURPOSES AND LEGAL BASIS

The data will be processed by each Controller with the purpose of providing the Service and managing the request.

The legal basis of the processing for this purpose is the fulfilment of the Contract with the Customer.

Moreover, the data may be processed in anonymous and aggregate form to compile statistics on the use and management of the Service. The legal basis of the processing for this purpose is the Controller's legitimate interest to improve the service quality.

4. DATA PROCESSING METHODS AND RETENTION PERIOD

The Customer's personal data will be processed using IT systems with methods and procedures strictly required for the purposes described above. In particular, all the technical, IT, organisational, logistic and procedural security measures will be adopted in order to guarantee adequate data protection.

When accessing the phone assistance Service, the automatic recognition of the phone number that the Customer will have registered in the dedicated myTEXA section will be active.

The Data will be retained for the entire duration of the contractual relationship with the Customer, then it will be deleted.

5. DISCLOSURE OF DATA TO THIRD PARTIES - DATA RECIPIENTS

Exclusively for the pursuit of the purposes specified above, the following can access the data:

- employees and/or collaborators of TEXA or the Companies, who received adequate operating instructions and were expressly authorised to the processing;
- companies/third parties entrusted by the Controller and the Companies to carry out specific processing operations, within the limits strictly relevant for the abovementioned purposes, who work as external Processors pursuant to art. 28 of the GDPR (e.g. Contact Center software provider).

The updated list of Data Processors is available at the headquarters of the Data Controller.

6. TRANSFER OF PERSONAL DATA TO FOREIGN COUNTRIES OR INTERNATIONAL ORGANISATIONS

The Data will not be transferred to third countries (outside the EU) or international organisations. If necessary for providing the requested Service, it may be transferred to entities located in Countries outside the EU, if the European Commission has acknowledged such Countries to have an adequate level of data protection or on the basis of adequate guarantees (such as standard contract terms or binding company rules for groups), or, in the absence of such conditions, if the transfer is authorised by the Subject or necessary for performing the Contract.

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7. RIGHTS OF THE DATA SUBJECT

The Subject can exercise, where applicable, the rights acknowledged in the GDPR (art. 12 and 15-22).

In particular, the Subjects have the right to access their data and the information on its processing, request its deletion, object to the processing or request the limitation of the processing. If the Personal Data processing is based on their consent, the Data Subject has the right to withdraw their consent (without prejudice to the lawfulness of processing based on the consent expressed before the withdrawal).

If the Data Subject believes their rights have been harmed, they may protect themselves forwarding a complaint to the Warrantor for the protection of Personal Data.

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