

PRIVACY POLICY - CUSTOMERS

Dear Customer,
in compliance with article 13 of the Regulation EU 2016/679 – General Data Protection Regulation (“**GDPR**”), we want to provide you with some information about the processing of your personal data (hereinafter referred to as “**Personal Data**”). Therefore, we recommend you read this policy very carefully and freely express your consent to the data processing where requested.

1. DATA CONTROLLER

The Data controller is TEXA S.p.A. with registered office in via 1 Maggio 9, 31050 Monastier di Treviso (Italy), VAT No. 02413550266, (hereinafter “**TEXA**” or the “**Controller**”). To exercise your rights and for any other matter relating to Data processing, you can refer to the Controller by sending a specific written request to the e-mail address: privacy@texa.com.

2. DATA PROTECTION OFFICER

The Controller has appointed a Data Protection Officer, who can be contacted at the e-mail address: dpo@texa.com.

3. CATEGORY OF PROCESSED DATA, NATURE OF PROVISION AND PURPOSES OF PROCESSING

TEXA, as the Data Controller, will process the Customer's personal data, collected directly from the Customer and/or through the use of the software in the TEXA products or by means of their authorised distributors and/or TEXA assistance centres (hereinafter referred to as "Distributors"), who operate as processors within the activities performed on behalf of TEXA, in compliance with the provisions of the GDPR for the following purposes:

- entering or performance of the Contract relating to the products and services purchased or requested;
- performance of the organisational, technical and safety activities relating to the provision of the abovementioned products and services;
- fulfilment of all the legal obligations, including tax, accounting and administrative obligations and the ones required by provisions issued by Authorities legitimated to do so by law or by Supervisory and Control Bodies.

For such purposes, processing the Personal Data is required to perform the Contract and the pre-contractual measures requested by the Customer, fulfil the related legal obligations and pursue the legitimate interests of our Company and the Companies of our Group, for the purpose of performing and managing the administrative, organisational, technical and security activities relating to the provision of the requested products and services, including the activities to analyse and improve their quality, as well as any protection of rights through legal action. Therefore, providing your Personal Data is mandatory for the abovementioned purposes, and your refusal will entail the impossibility to perform the Contract.

For better operation of their products and services, TEXA will also collect data relating to the use of the software installed in the device. Such data will be processed by TEXA in anonymous and aggregated form, adopting adequate security measures aimed at preventing misuse and access to such information by unauthorised Third Parties.

The e-mail and paper-based mail addresses provided by the Customer for the use of the services and the transmission of updates or contractual, administrative or accounting communications may be used by TEXA for sending the related newsletter and commercial or advertising communications relating to products or services similar to the ones purchased by the Customer. The Customer may oppose, at any time (immediately or later), to the transmission of such communications by sending an opposition message from their e-mail address to privacy@texa.com or a paper-based mail communication to TEXA, to the address indicated in paragraph 1 of this policy.

Other than the abovementioned activities of transmission, via e-mail or paper- based mail, of the newsletter and communications relating to similar services (to which the Customer may oppose at any time), the related Personal Data and, if the Customer is a company, their telephone and e-mail contact information may be processed by TEXA, with prior consent of the Customer (to be freely expressed by selecting the specific boxes where requested), for the following, additional, commercial purposes: sending of advertising or direct selling material or for market researches or commercial communication (i.e. “marketing” purposes) relating to products and services by TEXA and companies

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Share capital 1.000.000 € i.v. - R.E.A. N. 208102
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of the TEXA Group, even different from the ones purchased by the Customer and with different automated and traditional methods of contact (via e-mail, fax, phone, text messages, social networks and paper-based mail).

For this purpose, providing the Personal Data is optional and the non-conferment of the Data and consent requested to the Customer has no consequence on the activities covered by the Contract and on the use of the products and services purchased or requested.

Furthermore, the Customer's reference Distributor may process, as Controller, their Personal Data also for autonomous commercial purposes, as indicated to the Customer in the policy and possible consent request provided by the Distributor (to which reference should be made for further details).

4. METHODS OF DATA PROCESSING

The Customer's Personal Data may be processed by TEXA with both analogue and electronic or automated means, with methods and procedures strictly necessary for the purposes mentioned above. In particular, all the technical, IT, organisational, logistic and procedural security measures will be adopted in order to guarantee adequate data protection, allowing access only to the persons authorised to process the Personal Data.

5. DATA DISCLOSURE TO THIRD PARTIES – RECIPIENTS OF THE DATA

The Customer's Personal Data will be processed by TEXA employees and/or collaborators who received adequate operating instructions and were expressly authorised to the processing.

To ensure that the contractual obligations are fulfilled, we inform you that the Customer's Personal Data will also be processed by the Distributor as processor for the activities performed on behalf of TEXA, and as controller for autonomous purposes indicated in the related policy (a complete list of the TEXA Distributors is available at the following web addresses: <https://www.texa.it/rete-vendita>, <https://www.texa.com/sales-network/>).

The Customer's Personal Data may be communicated to third parties/ companies that will perform technical, organisational and operational tasks on behalf of TEXA and in turn will be appointed processors or operate autonomously as separate controllers. They may be, for example, banks and other financial intermediaries for sales-related fulfilments (e.g. payments), professionals, consultants, service providers or contractors, as well as law firms and debt collection companies if need be.

TEXA may communicate the Customer's Personal Data to the companies of the TEXA Group (subsidiaries and associate companies pursuant to the legal provisions in force; for further details, please refer to the web page <https://www.texa.it/azienda/contatti>) for processing with the same purposes, methods and storage times described in this policy.

The Personal Data will not be disclosed and, where necessary for providing the requested services, 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 Customer or necessary for performing the Contract.

6. DATA RETENTION PERIOD

The Customer's Personal Data will only be stored for the entire duration of the contractual relationship and, after its termination, for the period required to fulfil the specific legal requirements regarding the storage of accounting documentation (normally, 10 years). In case of litigation, the Customer's Personal Data will be stored for the entire duration of the litigation, until expiration of the time limits for the appeals.

The Customer's Personal Data, after termination of the Contract or end of the product life, may be stored for 24 months for marketing purposes.

7. RIGHTS OF THE DATA SUBJECTS

The GDPR (articles 12 and 15-22) grants that every Data Subject (natural person to whom the Personal Data refer) can exercise the right to access the Data concerning him or her and the information about processing; to rectify or integrate the data if inaccurate or incomplete. Moreover, where the conditions set forth by the regulation are met, the Data Subject can exercise the right to erasure of the Data; to restriction of processing; to data portability; to object to processing; not to be subject to a decision based solely on automated processing.

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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.

8. THIRD-PARTY DATA PROCESSING

The Customer is informed that, if other natural persons (e.g. representatives, employees, collaborators) are involved in contracts concluded with the TEXA Group, the Personal Data of the latter may be processed by TEXA or other companies of the TEXA Group, always as Data Controllers, for the purposes referred to in paragraph 3 above and in particular for managing the contacts with the Customer's contact persons and persons authorised to data processing.

Such processing has the same purposes, methods and data storage times described in this policy; furthermore, in relation to such processing, the Data Subjects are granted the same rights indicated in paragraph 7.

The Customer undertakes to inform the Data Subjects involved by him/her about such processing, also by providing them with this policy and registering their signature for acknowledgement.

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