



## PRIVACY POLICY – TEX@INFO PHONE ASSISTANCE SERVICE CALL RECORDING

This policy, pursuant to art. 13 of Regulation (EU) 2016/679 on the protection of personal data (hereinafter “**GDPR**”), provides information on the categories, purposes and methods of processing of the Personal Data (hereinafter “**Data**”) that may be processed by TEXA when the Customer (hereinafter “**Customer**”) accesses the **TEX@INFO** service (hereinafter “**Service**”) and in particular contacts the TEXA phone assistance. This policy integrates the Customer general policy available at the following link: <https://www.texa.com/privacy/>.

### 1. DATA CONTROLLER

When the Subject contacts the phone assistance from Italy, the call will be managed by the Company TEXA S.p.A. (hereinafter “**TEXA**”). In such a case, 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**”). TEXA has appointed a Data Protection Officer, who can be contacted via the following email address: **dpo@texa.com**.

When the Subject contacts the phone assistance from SPAIN, Germany, France, Poland or the UK, the call will be managed respectively by the Companies of the TEXA Group (hereinafter the “**Companies**”):

- **TEXA Ibérica Diagnosis, S.A** with registered office in Carrer Llevant, 2 La Palma de Cervelló – 08756 Barcelona, Spain;
- **TEXA Deutschland GmbH** con sede legale in In den Mühlwiesen, 5 D-74182 Obersulm Deutschland;
- **TEXA France SARL** with registered office in 12 Rue Jules Grevy 42350 La Talaudière France;
- **TEXA Poland Sp. Z O.O.** with registered office in Ul. Brzezińska, 52° 41- 404 Mysłowice Poland;
- **TEXA UK Ltd** with registered office in 32-34 Churchill Way – Lomeshaye Ind. Est. Nelson – Lancashire – BB9 6RT United Kingdom.

In such a case, the Companies and TEXA shall process the personal data as Joint Data Controllers pursuant to art. 26 of the GDPR (hereinafter “**Joint Controllers**”) on the basis of a specific joint controllership agreement aimed at regulating their respective tasks and responsibilities (hereinafter “**Joint Controller Agreement**”).

In order to exercise your rights and for any other matter pertaining to the processing of Data, the Subject may send a written request to the e-mail address: **privacy@texa.com**.

### 2. CATEGORIES OF PROCESSED DATA AND NATURE OF PROVISION

Before every conversation with the TEXA phone assistance, the Subject will be warned in advance about the recording and transcription of the call with a short informative note by a recorded voice that will refer to this extended policy.

If they do not want the call to be recorded, the Subjects can oppose to it by communicating so to the Operator. Lack of opposition will be considered as the Subject having given consent.

The personal data that can be collected and processed, with particular reference to the recording of the conversations, is that provided by the Subject when accessing the Service and contacting the TEXA phone assistance. In particular, the contents of the conversation and, when provided, the identification data of the Customer/Caller.

For greater certainty, the call has a merely technical nature. We invite the Subject to not provide additional or unrequested personal data.

### 3. PROCESSING PURPOSES AND LEGAL BASIS

The recordings of the calls will be transcribed and used in anonymous form by the Controller so to update the technical bulletins continuously and provide an increasingly effective service to solve problems experienced by the Customers who use TEXA products.

The legal basis of the processing for these purposes is consent by the Subject. For this purpose, providing the data is optional and the non-conferment of the consent requested to the Customer will have no consequence on the activities covered by the Contract and on the use of the Service.

Furthermore, for greater certainty, the processing will not implicate automated decisions by the Controller based on the recordings.

#### TEXA S.p.A.

Registered office: Via 1 Maggio, 9 - 31050 Monastier di Treviso - ITALY

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](http://www.texa.com)

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#### 4. DATA PROCESSING METHODS AND RETENTION PERIOD

The recording of the calls takes place with computerised tools using measures suitable to guarantee the security and confidentiality of the collected data, with permitted access only for specifically authorised personnel.

The transcription and processing of the call takes place through a tenant-specific artificial intelligence system dedicated to the Controller. The data will be processed lawfully, fairly and in a transparent manner in compliance with the GDPR. Once processed, the information will be treated and used only in anonymous form.

The recordings of the phone communications and the transcriptions will be stored for a maximum of 30 days, and then will be deleted permanently.

#### 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 of the Companies, using their personal authentication profile, 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. IT service providers, call recording system supplier).

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.

#### 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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