

## CUSTOMER CARE INFORMATION NOTICE

This document completes the simplified information notice provided orally to you who benefited from the Customer Care inbound call center of Datalogic S.r.l.

### 1. Data Controller

We inform you that, pursuant to art. 13 of EU 2016/679 Regulation (hereafter, "**Regulations**" or "**GDPR**"), your personal data are processed by Datalogic S.r.l., a company incorporated under the Italian law, having its registered office at Via San Vitalino 13, 40012 Lippo di Calderara di Reno (BO), VAT 03217801202, email: [srl@pec.datalogic.com](mailto:srl@pec.datalogic.com), directly or through its branches (hereafter "**Data Controller**").

### 2. Purpose, legal basis and optional nature of processing

Your personal data will be processed solely to fulfil and process the request of assistance made via phone by you. The legal basis of processing is art. 6.1.b) of the Regulation. The provision of your personal data, for the aforementioned purpose is optional, but necessary to access the requested service.

### 3. Types of data subject- to the processing

Within the activity of the Customer Care, the Data Controller will process your personal data, including for example the telephone numbers used to make the calls and the additional information you provide to formulate the assistance requests (e.g. name, surname, e-mail address, phone number).

### 4. Data processing methods

In relation to the aforementioned purposes, the processing of personal data takes place using manual, computerised and telematic tools with logic strictly related to the purposes themselves and, in any case, in such a way as to guarantee the security and confidentiality of the data, in addition to compliance with specific obligations sanctioned by the law.

### 5. Recipients and transfer of personal data

Your personal data may be shared with:

- natural persons authorized by the Data Controller to process personal data pursuant to art. 29 GDPR in the course of their job duties (e.g. employees and system administrators of the Owner or group companies, etc.);
- service providers (in particular companies to which the Data Controller has partially entrusted the management of the customer care call center activities to guarantee assistance 24x7) which typically act as data processors pursuant to art. 28 of the Regulation;
- person, entities or authorities to which it is obligatory to communicate your personal data in accordance with legal provisions or orders from the authorities;
- other companies belonging to the same company group of the Data Controller, for the same purposes referred to in the para. 2 of this notice

The complete and updated list of the recipients of the data may be requested to the Controller, at the addresses abovementioned.

### 6. Transfer of data outside the EU

Regarding the possible transfer of Data to Third Countries, the Data Controller discloses that the processing will take place according to one of the methods permitted by the law in force, such as the consent of the interested party, the adoption of Standard Clauses approved by the European Commission, the selection of subjects adhering to international programs for free circulation of data (eg EU-USA Privacy Shield) or operating in countries considered secure by the European Commission. It is possible to have more information, upon request, from the Controller at the above contacts.

## 7. Personal data storage

Your Personal Data will be kept only for the time necessary for the purposes for which they are collected, applying the principle of minimization as per article 5, paragraph 1, letter c) of the GDPR, taking into account the type of product or service offered.

## 8. Your privacy rights

You have the right to access your data at any time, pursuant to art. 7 of the Privacy Code, to the extent applicable, and articles 15-22 GDPR. In particular, you may request access (Article 15 of the Regulations), correction (Article 16 of the Regulations), deletion (Article 17 of the Regulations), limitation of processing of the data in the cases provided for by art. 18 of the Regulations, to obtain the portability of data concerning you in the cases provided for by art. 20 of the Regulations, as well as making a complaint to the competent supervisory authority (Guarantor for the Protection of Personal Data). You also have the right to withdraw your consent at any time, pursuant to Article 7 of the Regulations; it is specified that the withdrawal of consent does not prejudice in any case the lawfulness of the treatment based on the consent prior to the revocation.

You can make a request for opposition to the processing of your data pursuant to art. 21 of the Regulations in which to give evidence of the reasons justifying the opposition: the Data Controller reserves the right to evaluate your request, which would not be accepted if there are legitimate reasons to proceed with the processing that prevail over your interests, rights and freedoms. Requests must be sent in writing to the Data Controller at the addresses indicated above.

Requests should be sent in written form to the Data Controller to the addresses mentioned in para. 1 of this notice.

**Datalogic S.r.l. Società con socio unico | Gruppo Datalogic | Direzione e Coordinamento Datalogic S.p.A.**

Sede legale e amministrativa: via San Vitalino, 13 | 40012, Lippo di Calderara di Reno | Bologna | Italy

Stabilimento: via Lavino 265 | 40050, Monte San Pietro | Bologna | Italy

Tel. +39 051 3147011 | Fax. +39 051 3147288 | [www.datalogic.com](http://www.datalogic.com)