



## Contacts Area Policy

Rev. 1

Ver.1/2018

With reference to articles 13 and 14 of the European Regulation EU/2016/679 and in compliance with the principle of transparency included in article 5 of the Regulation, Lotus S.p.A. with headquarters in Via Calmaor, 46 – 31020 Zoppé di S. Vendemiano (TV) - Italy - Tel. +39 0438 778020 – fax 0438 778277 - email: lotus@lotuscookers.it, acting as Data Controller, hereby provides the following information.

### ***Purpose of the processing***

Your personal data, provided by filling in this form in the 'Contacts' section of the website **www.lotuscookers.it** and the data contained in email messages sent directly to the address in the aforementioned section, will be subject to processing based on the principles of correctness, lawfulness, transparency and the protection of your confidentiality and rights or those of your employees or collaborators.

The company also undertakes to process your data in respect of the principle of 'minimisation', i.e. acquiring and processing data only to the extent required to fulfil the following purposes:

- 1) management of the service requested and/ or information

Consent to data processing in the Contacts area for the above-mentioned purposes is optional but failure to authorise processing will preclude receiving and fulfilling your requests.

Your data will be stored for the time required to respond to your request and will only be used for the purposes outlined below with your explicit consent which may, however, be revoked at any time by contacting us via one of the methods shown below; providing your data and consent for the purposes outlined below is optional and any refusal will not prejudice your possibility of receiving the information that you requested.

The purposes are:

- 2) sending information, technical and/or commercial circulars
- 3) management of promotional and/or marketing activities
- 4) sending price lists, catalogues, technical instructions, samples, etc.

Personal data of a sensitive nature will not be requested and/or processed.

### ***Method of Processing***

Your personal data will undergo both paper and electronic processing in compliance with the security provisions for the protection of personal data and, in particular, technical and organisational measures to ensure fulfilment of article 32.1 of the Regulation, and compliance with all precautionary measures that guarantee their integrity, confidentiality and availability.

### **Data sources**

All the data are provided voluntarily by you.

### ***Categories of recipients***

Your personal data may be communicated to the following subjects or categories of subjects for the purposes envisaged:

- a) tax consultants, legal consultants in order to investigate and resolve any judicial issues.
- b) professionals (both natural and legal persons) whom the Data Controller may designate to carry out the activities covered by the above-mentioned purposes (e.g.: couriers/transport companies, our agents, resellers and collaborators), operators for the assistance and maintenance of the website.

With regard to the aforementioned categories of subjects, the Data Controller shall only use subjects who provide sufficient guarantees for data protection, and will engage them as Data Processors, if necessary (Art. 28 of the Regulation).

The list of Data Processors is available within the company and can be viewed on request to the Data Controller. Your data will also be processed exclusively for the aforementioned purposes by the company's



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employees and/or collaborators, duly authorised and instructed by the Data Controller pursuant to article 29 of the Regulation.

Your personal data will not be disclosed unless requested as result of a legal provision, regulation or EU legislation.

### ***Storage period***

Your personal data will be stored for the time required to fulfil the aforementioned purposes.

### ***Data subject's rights***

You can, at any time, exercise your rights towards the Data Controller under articles 15-22 of the Regulation. In particular, you have the right, at any time, to request to request:

- access to your personal data;
- rectification of any inaccuracies;
- erasure;
- limitation of their processing

You will also have:

- the right to object to their processing if you consider that your fundamental rights and liberties have been infringed;
- the right to revoke your consent, at any time, to the purposes for which your consent is necessary;
- the right to the portability of your data, i.e. the right to receive your personal data in a structured, commonly used and machine-readable format;
- the right not to be subjected to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or which significantly affects you in a similar way.

### ***Right to lodge a complaint with the supervisory authority***

Each Member State shall provide for one or more independent public authorities to be responsible for monitoring the application of this Regulation, in order to protect the fundamental rights and freedoms of natural persons in relation to processing and to facilitate the free flow of personal data within the Union ('supervisory authority') article 51 of the Regulation.

Without prejudice to any other administrative or judicial remedy, every data subject shall have the right to lodge a complaint with a supervisory authority, in particular in the Member State of his or her habitual residence or place of the alleged infringement if the data subject considers that the processing of personal data relating to him or her infringes this Regulation. (article 77 of the Regulation)

### ***Identity and contact data of the Data Controller***

Data Controller LOTUS S.p.A. with headquarters in Via Calmaor, 46 – 31020 Zoppé di S. Vendemiano (TV) - Italy - Tel. +39 0438 778020 – fax 0438 778277 - email: lotus@lotuscookers.it