

PRIVACY POLICY

(Ex art. 13 - 14 of Regulation (EU) No 2016/679 and art 13 of Legislative Decree 196/2003 pursuant to Legislative Decree 101/2018)

Dear Sir/Madam,

below are some details that we must bring to your attention, not only to fulfill legal obligations, but also because our company is founded on the principles of transparency and fairness.

The data controller of your personal data is **BRAVO S.P.A.**, responsible for the legitimate and correct processing of your data, available for any information or inquiry at the following addresses:

Data controller: **BRAVO S.P.A.**

Registered office: **Via della Tecnica 5 - 36075 Montecchio Maggiore VI, Italy**

Contact details:

Phone number	+39 0444 707700
E-mail	privacy@bravo.it
Website	www.bravo.it

Your personal data are collected and treated, under specific legal basis, for the purposes provided below:

Treatment: Customer management

Purposes	Data	Legal Basis	Retention Period
Customer management	Tax or other personal identification number; Name, address or other personal information; Contact details (phone number, e-mail, etc.)	Contract	10 years from the termination of the last contract

Recipients: Your data may be shared with consultants and professionals, either individual or associated; Banks and credit institutes; Companies and enterprises;

Treatment: Billing and Delivery Notes

Purposes	Data	Legal Basis	Retention Period
Dispatch of the goods	Name, address or other personal information	Contract	10 years from the performance of the service

Recipients: Your data will not be disclosed to any other recipients.

Treatment: Customer Care

Purposes	Data	Legal Basis	Retention Period
Customer satisfaction survey	Name, address or other personal information; Tax or other personal identification number; Data regarding consumer behavior, user profiles, consumers, taxpayers etc.; Contact details (phone number, e-mail, etc.)	Controller's legitimate interest in enhancing its reputation in the market	10 years
Customer technical support	Name, address or other personal information; Tax or other personal identification number; Data regarding consumer behavior, user profiles, consumers, taxpayers etc.; Contact details (phone number, e-mail, etc.)	Contract	10 years

Recipients: Your data will not be disclosed to any other recipients.

Treatment: Warranty

Purposes	Data	Legal Basis	Retention Period
Fulfillment of the warranty obligations of the product	Tax or other personal identification number; Name, address or other personal information; Purchased products or services	Contract	10 years

Treatment: Marketing and disposal to Partners

Purposes	Data	Legal Basis	Retention Period
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Marketing (analysis and market research)	Tax or other personal identification number; Name, address or other personal information; Economic, trade, financial, insurance activities; Contact details (phone number, e-mail, etc.)	Consensus	Until withdrawal of consent. Data will be stored for 10 years from the withdrawal of consent.
Dispatching of informative and/or advertising material, including by phone or online	Tax or other personal identification number; Name, address or other personal information; Economic, trade, financial, insurance activities; Contact details (phone number, e-mail, etc.)	Consensus	Until withdrawal of consent. Data will be stored for 10 years from the withdrawal of consent.
Consolidation of partnerships and completion of the commercial offer	Tax or other personal identification number; Name, address or other personal information; Economic, trade, financial, insurance activities; Contact details (phone number, e-mail, etc.)	Consensus	Until withdrawal of consent. Data will be stored for 10 years from the withdrawal of consent.

Recipients: Your data may be shared with pension and social security institutions, banks, professionals, also associated, companies and enterprises. Communication of data to some of these actors may only be performed under a contractual and/or legal obligation.

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Besides this information, to ensure that the processing of your data is as correct and transparent as possible, you must be aware that:

- Except for the purposes based on consensus, the conferment of your data is required, otherwise it will not be possible to deliver the good or provide the requested service
- You have the right to request to the controller access to your personal data and their

rectification or erasure, restriction of processing or their opposition

- If you have given consent to the processing of your data for one or more specific purposes, you have the right to withdraw your consent at any time
- You have the right to lodge a complaint with the following Supervisory Authority: The Italian Data Protection Authority
- Data will be processed by automated, semi-automated and not-automated methods
- You are legally obliged to provide your personal data or you will be subject to sanctions, in accordance with the regulations

Montecchio Maggiore, 19/09/2018

Data Controller's signature
Bravo spa
