

Customer policy

This policy is provided to customers, whether they are natural persons or natural persons who operate in the name and on behalf of legal persons, of F.LLI FERRARA SRL, pursuant to art. 13 d. lgs. June 30, 2003 No. 196 - "Code regarding the protection of personal data" and art. 13 GDPR 679/2016 - "European regulation on the protection of personal data".

Owner identity

The owner of the data of natural person customers, or of natural persons who operate in the name and on behalf of legal person customers, is FERRARA ANDREA di F.LLI FERRARA SRL with headquarters in VIA VALGIOIE 14, 10040 - RIVALTA DI TORINO.

The DPO has not been assigned.

Data source

The personal data processed are those provided by the interested party on the occasion of:

- visits to the offices;
- interactions through the website; - requests for information, including via email; - previous transactions.

Processing purposes

Tax compliance, organizational management and bureaucratic fulfillment of the requested services. Negotiation management and pre-contractual relationships. Management of commercial activities subject to entrepreneurial activity. Finally, all the personal data of the aforementioned interested parties will be entered in the archives of the Data Controller and used (having regard to Article 130 paragraph 4 of Legislative Decree 196/2003 and also having regard to the General Provision of the Guarantor OJ 1 July 2008 n ° 188 / C, formulation 6, points a, b, c) for sending communications concerning products, services, news and promotions.

Legal basis

The legal basis is the execution of a contract of which the interested party is a party or the execution of pre-contractual measures adopted at the request of the same. Some treatments are carried out for the legitimate interest of the Data Controller (promotion of its commercial activities and pursuit of the statutory purposes).

Data recipients

The personal data processed by the Data Holder will not be disclosed, that is, it will not be disclosed to indeterminate subjects, in any possible form, including that of making them available or simple consultation. Instead, they may be communicated to the workers who work for the Data Holder and to some external subjects who collaborate with them. They may also be communicated, within the strictly necessary limits, to subjects who, for the purpose of processing purchases or other requests or services relating to the transaction or contractual relationship with the Data Holder, must provide goods and / or perform services or services. Finally, they may be communicated to the subjects entitled to access it by virtue of the provisions of the law, regulations, community regulations. In particular, on the basis of the roles and work tasks performed, some workers have been entitled to process personal data, within the limits of their competences and in accordance with the instructions given to them by the Data Holder.

Data transfer

The Data Holder does not transfer personal data to third countries or to international organizations. However, yes reserves the possibility of using cloud services; in which case, the service providers will be selected from those who provide adequate guarantees, as required by art. 46 GDPR 679/16.

Data conservation

The Data Holder keeps and processes personal data for the time necessary to fulfill the purposes indicated. Subsequently, the personal data will be stored, and not further processed, for the time established by the current

provisions on civil and fiscal matters.

Interested party rights

With reference to Article 7 of Legislative Decree 196/2003 and Articles 15 - right of access, 16 - right of rectification, 17 - right to cancellation, 18 - right to limitation of processing, 20 - right to portability, 21 - right to object, 22 right to object to the automated decision-making process of the GDPR 679 / 16, the interested party exercises his rights by writing to the Data Controller at the above address, or by email, specifying the subject of his request, the right he intends to exercise and attaching a photocopy of an identity document certifying the legitimacy of the request.

Consent withdrawal

With reference to Article 23 of Legislative Decree 196/2003 and to art. 6 of the GDPR 679/16, the interested party can revoke any consent given at any time. However, the processing covered by this information is lawful and permitted, even in the absence of consent, as it is necessary for the execution of a contract to which the interested party is a party (the supply relationship) or for the fulfillment of his requests.

Complaint proposition

The interested party has the right to lodge a complaint with the supervisory authority of the state of residence.

Data provision refusal

Natural person customers cannot refuse to provide the Data Controller with the personal data necessary to comply with the laws governing commercial transactions and taxation. The provision of further personal data may be necessary to improve the quality and efficiency of the transaction. Therefore, the refusal to provide the data required by law will prevent the fulfillment of orders; while failure to provide additional data may compromise in whole or in part the fulfillment of other requests and the quality and efficiency of the transaction itself.

Persons operating in the name and on behalf of legal entity clients may refuse to provide the Data Controller with their personal data. The provision of personal data is however necessary for a correct and efficient management of the contractual relationship. Therefore, any refusal to provide the data may compromise the contractual relationship in whole or in part.

Automated decisional Processes

The Data Holder does not carry out treatments consisting of automated decision-making processes on the data of natural persons customers, or of natural persons who operate in the name and on behalf of legal persons customers.