

Ceramica Sant'Agostino S.p.A.

Share Capital € 10,000,000 int. vers.
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Information on the processing of personal data ex art. 13-14 Reg.to 2016/679

Interested parties: customers and/or referents at customer companies.

Ceramica Sant'Agostino S.p.A. in the capacity of Data Controller of your personal data, pursuant to and for the effects of the EU Reg.to 2016/679 below 'GDPR', herein informs you that the aforementioned legislation provides for the protection of data subjects with respect to the processing of personal data and that such processing will be based on the principles of correctness, lawfulness, transparency and protection of your confidentiality and rights.

Your personal data will be processed in accordance with the legislative provisions of the aforementioned legislation and the confidentiality obligations provided for therein.

Purpose and legal basis of the processing: in particular, your data will be processed for the following purposes related to the implementation of obligations related to legislative obligations:

- mandatory obligations by law in the tax and accounting field;
- litigation management;
- obligations under applicable law;
- customer billing history.

Your data will also be used for the following purposes related to the execution of measures related to contractual or pre-contractual obligations:

- after-sales assistance;
- customer care;
- management of the sales contract and related obligations, including pre-contractual activities and shipping;
- customer management;
- quality management.

Your data will also be used for the following purposes necessary for the pursuit of the legitimate interest of the owner:

- marketing by e-mail, in relation to services or products similar to those already purchased by you and, also by sending newsletters or invitations to events concerning such services or products. In addition, you may object to this purpose of processing at the time of data collection or on the occasion of the sending of any subsequent communication, using the link at the bottom of the message "Deleted / Unsubscribe" or by sending a request to the Data Controller to the contact details indicated in this information.

Method of treatment. Your personal data may be processed in the following ways:

- by means of electronic computers with the use of software systems managed by third parties;

- entrustment to third parties of processing operations;
- INSERTING DATA INTO THE COMPANY CRM;
- automated contact mode (e-mail);
- Report: the Data Controller to compare and possibly improve the results of communications, uses systems for sending newsletters and promotional communications with reports. Thanks to the reports, the Data Controller will be able to know, for example: the number of readers, openings, unique "clickers" and clicks; details of emails sent by date/time/minute; the details of the emails delivered and not, of those forwarded; the list of inscribed in the newsletter; who opened an email or clicked a single link; link tracking (i.e. the number of clicks made on the links of the message); click tracking (which links were clicked and by whom). All these data are used for the purpose of comparing, and possibly improving, the results of communications;
- processing by means of electronic computers;
- manual processing by means of paper archives.

Each processing takes place in compliance with the procedures referred to in art. 6, 32 of the GDPR and through the adoption of the appropriate security measures provided for.

Your data will be processed only by personnel expressly authorized by the Data Controller and, in particular, by the following categories of employees:

- system administrators: as required by the Provision of the Guarantor for the protection of personal data of 27 November 2008 concerning "Measures and measures prescribed to the holders of the processing carried out with electronic tools in relation to the attributions of the functions of System Administrators", you may request the identity of the System Administrators designated by the Data Controller who operate on the operating systems where your personal data are present by writing to the following privacy@ceramicasantagostino.it;
- administration office;
- sales office;
- marketing department;
- shipping office.

Communication: Your data may be communicated to external subjects for a correct management of the relationship and in particular to the following categories of Recipients including autonomous Data Controllers and Duly Appointed Data Controllers:

- agents and/or representatives;
- banks and credit institutions;
- associations, consultants and freelancers, including in an associated form;
- in the context of public and/or private subjects for whom the communication of data is mandatory or necessary in compliance with legal obligations or is in any case functional to the administration of the relationship;
- external suppliers necessary for the completion of the existing relationship (e.g. companies providing hardware or software or cloud support services);
- with reference to marketing purposes in relation to services or products similar to those already purchased by you, an external platform used for the management of commercial communications;
- debt collection companies and lawyers;
- external companies offering services related to the verification of credit worthiness, capital strength and risk profile;
- external companies for the management of marketing activities;
- freight forwarders, transporters, mas'r, post offices, logistics companies.

Dissemination: Your personal data will not be disclosed in any way.

Your personal data may also be transferred, limited to the purposes mentioned above, in the following states:

- non-Eu ropean Union. This transfer, made for the sending of company communications, is legitimate as it is guaranteed by the existence of adequacy decisions issued by the European Commission and/or standard protection clauses on the basis of the models adopted by the European Commission pursuant to art. 46 of the GDPR. You may request from the Data Controller a copy of the safeguard measures taken for the non-EU transfer of your personal data, as well as information on the places where they have been made

available, making a specific request to the Data Controller through the e-mail address privacy@ceramicasantagostino.it.

Retention period. We would like to point out to you that, in compliance with the principles of lawfulness, limitation of purposes and minimization of data, pursuant to art. 5 of the GDPR, the retention period of your personal data is:

- with reference to the marketing purpose in relation to services or products similar to those already purchased by you, established for a period of time necessary for the performance of the services provided until you decide to cancel your registration;
- established for a period of time not exceeding the achievement of the objectives for which they are collected and processed for the execution and performance of contractual purposes;
- established for a period of time not exceeding the achievement of the purposes for which they are collected and processed and in compliance with the mandatory times prescribed by law.

Owner: the Data Controller, in accordance with the Law, is Ceramica Sant'Agostino S.p.A. (Via Statale, 247, 44047 Locality Sant'Agostino - Terre del Reno (FE); E-mail: privacy@ceramicasantagostino.it; Telephone: + 39 0532 844111; VAT number: 00531230381).

The data protection officer (DPO) appointed by the data controller pursuant to Article 37 of the GDPR is:

- . (contactable at the following contact details: E-mail: dpo@ceramicasantagostino.it).

You have the right to obtain from the data controller the cancellation (right to be forgotten), the limitation, updating, rectification, portability, opposition to the processing of personal data concerning you, as well as in general you can exercise all the rights provided for in art. 15, 16, 17, 18, 19, 20, 21, 22 of the GDPR by writing to privacy@ceramicasantagostino.it. You may also lodge a complaint with the competent supervisory authority if you believe that the processing of your data is contrary to the legislation in force.

You can also view at any time the updated version of this information by connecting to the internet address <https://www.privacylab.it/informativa.php?09874326636>.

Reg.to 2016/679: Art. 15, 16, 17, 18, 19, 20, 21, 22 - Rights of the Data Subject

1. The data subject has the right to obtain confirmation of the existence or not of personal data concerning him, even if not yet registered, their communication in intelligible form and the possibility of making a complaint with the Supervisory Authority.

2. The person concerned shall be entitled to obtain the indication:

- a. the origin of personal data;
- b. purposes and methods of processing;
- c. the logic applied in case of treatment carried out with the help of electronic instruments;
- d. the identification details of the holder, the persons responsible and the representative designated in accordance with Article 5(2);
- e. of the subjects or categories of subjects to whom personal data may be disclosed or who may become aware of it as a designated representative in the territory of the State, of managers or appointees.

3. The person concerned shall have the right to obtain:

- a. updating, rectification or, when it is of interest to you, data integration;
- b. the deletion, transformation into anonymous form or blocking of data processed in violation of the law, including those that are not required to be stored in relation to the purposes for which the data was collected or subsequently processed;
- c. proof that the transactions referred to in (a) and (b) have been brought to the attention, including as regards their content, of those to whom the data have been communicated or disseminated, except where such performance proves impossible or involves the use of means manifestly disproportionate to the protected right;
- d. data portability.

4. The person concerned shall have the right to object, in whole or in part:

- a. for legitimate reasons for the processing of personal data concerning him, although relevant to the purpose of collection;
- b. the processing of personal data concerning him for the purpose of sending advertising material or direct sales or for the purpose of carrying out market research or commercial communication.