

INFORMATION NOTICE ON THE PROCESSING OF PERSONAL DATA FOR TECHNICAL SUPPORT

Dear User,

In compliance with the Regulation on the protection of natural persons with regard to the processing of personal data and the free movement of such data (EU Regulation 2016/679 – GDPR), we wish to inform you that ABE Elettronica S.r.l. (hereinafter also referred to as “ABE”) processes your personal data for the purpose of sending newsletters, as outlined below, in accordance with the current legislation on personal data protection.

Data Controller

The Data Controller is ABE Elettronica S.r.l., Via L. da Vinci, 224 - 24043 Caravaggio (BG), Tel.: +39 0363 351007 - e-mail: mail@abe.it - VAT No. 01815800162.

Types of Data Processed

Among the categories of personal data processed by ABE for technical support purposes, those collected through the technical support request form: first name, last name, company, country, email address and any other personal data potentially included in the body of the message

Purpose of Processing

The personal data provided will be processed for the purpose of providing you with the desired technical support and send you a response via email.

Legal Basis for Processing

The legal basis for processing is the explicit consent of the data subject, as provided for by Article 6(1)(a) of the GDPR. The provision of data is optional; however, failure to provide consent will prevent ABE from sending you the reply email..

Processing Methods

Your personal data may be processed in paper format and with the aid of electronic tools, with the observance of all appropriate measures to ensure the security and confidentiality of the same, with access allowed only to authorized operators, previously appointed Authorized, or by individuals appointed Responsible for the treatment that perform services in outsourcing on behalf of ABE. Access to the data is allowed to authorized individuals only for the time strictly necessary to process them and exclusively for the purposes indicated. In addition, they will be processed by adopting appropriate security measures to minimize the risks of destruction or loss, even accidental, of the data themselves, of unauthorized access or processing that is not permitted or does not conform to the collection purposes indicated.

Disclosure of Data to Third Parties

Your data may be communicated to third parties, for technical and operational needs strictly related to the purposes set out above, in particular to service companies and sales personnel who carry out outsourced marketing activities on behalf of ABE. The list of Data Processors is available, upon request, by sending an email to the addresses indicated at the end of this policy.

Retention Period

Your data will be processed and stored in a form that allows their identification for the period strictly necessary for the provision of the requested service and, in any case, for a period of time not exceeding 2 years, starting from the date of expression of your consent; this consent may be revoked at any time.

Transfer of Data Abroad

The Data Controller does not transfer personal data outside the European Union.

Rights of the Data Subject

Pursuant to Articles 15 et seq. of the GDPR, we inform you that, in the cases provided for, you may exercise the following rights:

- Right of access (Article 15 GDPR): The right to obtain confirmation as to whether personal data concerning you are being processed and to access those data;
- Right to rectification (Article 16 GDPR): The right to request the correction of inaccurate or incomplete data;
- Right to erasure (right to be forgotten) (Article 17 GDPR): The right to request the deletion of personal data when they are no longer necessary for the purposes for which they were collected;
- Right to restriction of processing (Article 18 GDPR): The right to request the limitation of data processing under certain conditions;
- Right to data portability (Article 20 GDPR): The right to receive your personal data in a structured, commonly used, and machine-readable format and to request their transmission to another Data Controller, if technically feasible.

Additionally, pursuant to Article 7(3) of the Regulation, you have the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

Right to Lodge a Complaint

If you believe that the processing of your personal data violates the Regulation, you have the right to lodge a complaint with the Supervisory Authority, following the procedures and instructions published on the official website of the Authority (www.garanteprivacy.it), as provided for by Article 77 of the Regulation, or to take legal action (Article 79 GDPR).

How to Exercise Your Rights

The exercise of rights is not subject to any formal constraints and is free of charge.

You may exercise your rights at any time by sending:

- An email to: privacy@abe.it
- A certified email (PEC) to: abe@pec.it
- A registered letter with return receipt to: ABE Elettronica S.r.l., Via L. da Vinci, 224 - 24043 Caravaggio (BG), Italy