



TECHNICAL SUPPORT INFORMATION

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Use:Public

TECHNICAL SUPPORT INFORMATION

Pursuant to and for the effects of which art. 13 of UE Regulation n.2016/679

Data Controller **Cadmos microsystem S.r.l.**

Registered office in **Viale dei Colli Portuensi, 167 – 00151 Roma (RM)**

Administrative office in **Via Emilio Segré, 1 – 00012 Guidonia (RM)s**

P. Iva 02199250594

E-mail info@cadmos.it

The Data Controller has appointed a Privacy Contact whose address is as follows: privacy@cadmos.it

The personal data you provide to activate the request for technical support are collected for the legitimate purposes set out below with an indication of the legal basis of reference and are processed in a lawful, fairness, transparent and limited manner.

Purpose of Data processing	Provision of specific technical support for the resolution of malfunctions relating to products supplied to customers.	
Legal Basis of processing	Legal basis for processing personal data for the purpose described is the performance of a contract	
Personal Data Processed	Personal Data	Name, surname, company e-mail address, company mobile number
Duration of Data Processing	The Data controller will process your personal data, regarding the stated purposes, for the duration of the support activities	
Methods of processing personal data	You personal data are processed digitally with the help of: <ul style="list-style-type: none">▪ Zimbra Mail piattaforma di posta elettronica	
Technical and Organizational security measures	The processing relating your personal data includes: Collection, Registration, Retention, Extraction, Consultation, Use, Communication by transmission, Deletion. The technical and organizational, IT and/or telematic measures employed in maintaining the data are closely related to the declared purposes. Specific security measures have been adopted to protect information with the aim of preventing unauthorized access, disclosure, modification or even accidental destruction of both data stored in electronic and paper form.	
Processing Recipients	- Authorized company employees - Technical Area - System Administrator - Contractually identified Data Processor <i>The updated and complete list of Recipients and Data Processor may be requested from the Data Controller</i>	
Retention and Deletion	The retention of the data processed is determined by the time of use of the business email account support@cadmos.it at the Zimbra Mail provider. Data deletion is expected with the closure of the account.	

Transfer of Personal data Abroad	<p>Your personal data are not subject to transfer to countries outside the European Union although the use of a Data processor provider based outside the EU could result in their transfer.</p>
Nature of Data Provision	<p>The provision of personal data is Optional, but any initial refusal to provide the requested data or a subsequent revocation of the initial provision may make it impossible for Cadmos microsystem Srl to perform the requested service.</p>
Existence of an automated process with its operating logics	<p>Your data are not profiled and are not subjected to decision-making by automated tools.</p>
Exercise of the rights	<p>With regard to the same data, you may exercise the rights provided for by EU Regulation 2016/679 in Articles 15-22, 34 and 77. Your requests may alternatively be sent to the address of the Privacy Contact privacy@cadmos.it</p> <ul style="list-style-type: none"> • Art. 15 right of access to your personal data, to verify whether or not processing concerning you is in progress • Art. 16 right of rectification, in respect of data deemed to be inaccurate • Art. 17 right to erasure of personal data concerning you • Art. 18 right to restriction of processing • Art. 19 right to notification • Art. 21 right to object to the processing of personal data • Art. 22 right not to submit to decisions based solely on automated processing, including profiling • Art. 34 of UE Regulation 2016/679: Cadmos microsystem S.r.l. provides the data subject "notification of a personal data breach" pursuant to art. 33, p.3 letter a)b)c)d) of EU Regulation 2016/679, in the manner described in the company procedure "MOP.Procedure_Data Breach" • Art. 77 right to lodge a complaint with a Supervisory Authority: Piazza Venezia, 11 – 00187 Roma Fax (+39) 06 69.67.73.785 – Telephone exchange: (+39) 06.696771 E-mail https://www.garanteprivacy.it/i-miei-diritti