

Disclosure on personal data processing, pursuant to Articles 13 of the UE Regulation 2016/679 (“GDPR”)

This Policy explains which of your personal data are collected by Alientech S.r.l. (hereinafter “we” or “Alientech srl”), for which purposes and how they are processed. You can also find below the necessary information to enforce your rights provided for by GDPR.

Generally, we collect your personal data when you create an account, when you use our products and services, when you email or call us or send us a message, or when you use our websites. We inform you that the personal data collected during such activities will be processed in order to reply to your inquiries, to allow you to use the products and services provided by Alientech srl, to carry out marketing activities, to provide customer support and to carry out analyses in order to ensure the safety of our products and services, as specified below.

1. Who processes your data – Data Controller

Alientech S.r.l. società unipersonale, with registered office in Trino (VC), via dei Cordari 1 – 13039 – Italy, is the Data Controller of the processing of your personal data.

2. Which data we use – type of processed data

For the purposes of creating your Alientech account, managing your orders, supplying of our services, as well as providing technical support, we process your personal data that identify you.

To allow you a better experience with Alientech products and services, we process information relating to your IP address.

In order to properly manage our online stores, we process the data generated through your actions, for example when you add an item to the cart or the wish list, and those generated during a transaction, such as the amount of the transaction, hour and place of the transaction and payment methods.

In order to send you commercial information about our products and services, we may use your email address and your name, provided you have previously authorized such processing.

3. Where we collect your data – Data collection methods

Directly from you. For example, if you create an account, if you buy one of our products or services, or if you send us a request via email or through other communication means. If you do not communicate your data, we cannot activate your account, nor process your order or provide you a service.

If you are a dealer and, when submitting an order, you provide us with the data of a third person, you must first obtain their consent or the disclosure of their personal data to us must be otherwise legally permitted. You must inform this third person of how we treat personal data in accordance with this Privacy Disclosure.

Through the use of the websites and the tools. We use cookies and other analysis tools, to improve the functionalities of the websites and our tools and make their use more efficient. To learn more, please see our Cookie Policy: https://www.alientech-tools.com/docs/legals/Cookie_policy_ENU.pdf

4. Why we process your data – Purpose and legal basis of processing

To provide you with Alientech' services and products, through our software, our tools and our websites, to give you information about the activation of your account and about Alientech' products and services, and to provide assistance. The processing of your data is necessary to give you access to the software, the tools and Alientech websites and their functionalities, to respond to your requests and to provide assistance.

During your use of our products and / or services, we may collect information about your IP address, the serial number of your tool or other information sent from the computer on which one of our software is installed. This information is mandatory so that we can provide you with our services. Failure to provide such information may entail the impossibility to access or use our services.

The legal basis for this processing is the completion of the services related to our products, in accordance with the terms and conditions of the Alientech service you have accepted, as well as to protect the integrity of our products and our information systems against security threats.

To fulfil your order. The processing of your data is necessary in order to send you the goods you ordered. The legal basis for this processing is the execution of the sales contract.

To send you communications about your purchase order. We may send you emails regarding your account or your purchase of Alientech products and services. The legal basis for this processing is the execution of the sales contract.

To properly manage your administrative position. We process your data for accounting, administrative and tax purposes, directly related to the business of Alientech srl as required by the applicable accounting, tax and law provisions. The legal basis for this processing is the compliance with legal obligations.

To send essential information concerning your account and your use of Alientech products and services. We use your email to send you important information about the status of your account (for example, if some services you are subscribed to are about to expire or if they are temporarily unavailable due to extraordinary maintenance on our servers or on our information network), the security of Alientech products and services or changes to this privacy Disclosure. The legal basis for this processing is Alientech srl legitimate interest to inform you about your account and services you have enabled, and to protect the integrity of our information systems against security threats.

To let you interact with customer support operators. We may use your e-mail address or telephone number, as well as your name and / or postal address, to assist you in case you need help in using software or tools or need technical support on Alientech products and services. The legal basis for this processing is the execution of the agreement that you concluded with Alientech srl when you accepted the terms and conditions of use of Alientech services, and the compliance with legal obligations regarding statutory warranties and assistance to the consumer.

To obtain information on the use of our tools and software, and to improve the quality of our tools and services. We collect user data relating to the use of our tools and software. The types of analytical information collected include the date and time of access of the tool to our servers, the software version, the IP address of the Internet service provider used to connect the tool, the setting of the language, the information and the files managed by the tool, user behavior (for example, the functions used, the frequency of use etc.), information on the computer, the operating system and peripherals used and information relating to the tool's operating mode. For these purposes we do not use third party tools.

This technical data may be used to process information, including statistical information, necessary for the supply of technical support, for the development and supply of updates and other services relating to our software and products, in order to improve the quality and functionality of our software and / or tools or to provide new services or technologies. The legal basis for this processing is Alientech srl's legitimate interest to improve the quality and safety of our products and services provided to users.

User data relating to the use of our tools and services may be used to process information, including statistical information, necessary to improve or correct our products and services, thus contributing to the quality of our tools and services. The legal basis for this processing is Alientech srl's legitimate interest in the quality and safety of our products and services provided to users.

To prevent or assess unlawful conduct, to protect and enforce our rights. For example, we may use your data to prevent or prosecute illicit acts and infringements of our or third party intellectual / industrial property rights, or to prevent or prosecute cybercrimes or crimes committed through computer networks. The legal basis for such processing is the legitimate interest of Alientech srl to protect our rights and prevent criminal offences.

To receive newsletters from Alientech srl. After obtaining your consent, you may receive from Alientech srl e-mail communications with promotional and / or informative content about our products and services. The legal basis for this processing is your consent. You can revoke your consent at any time by clicking "Unsubscribe" in the e-mail you received or by sending a request to info@alientech.to.

To obtain information on the use of the website. When you browse our website, even when you do so without being registered or having logged in, the software procedures and the computer system controlling the functioning of the web applications acquire, during their normal operation, some data whose transmission is implicit in the use of Internet communication protocols.

To carry out analytics statistics on the use of the website. Analytical tools are used to detect user behavior on our website, to improve the user experience and monitor the pages you visit, access time, frequency and duration of visits, links you click on and other actions that you make when using our services.

The legal reason for processing this analytical information is Alientech srl's legitimate interest in understanding how customers interact with our website, so we can enhance the user experience and functionality of our website.

5. Cookies and similar technologies

What are cookies. Cookies are small text files that the websites visited by users send to their terminals, where they are stored before being re-transmitted to the same websites during successive visits.

Cookies used by Alientech's websites and their purposes. The first time you will visit the website, you will be asked to accept cookies through a banner.

You can change, even later, the settings of your computer so as to know when you receive cookies or disable the automatic acceptance of cookies function.

The website uses the following cookies categories:

- Technical cookies (or browsing cookies), which contribute to the functioning of the website, for example to allow browsing through the pages and access the reserved area of the website; the legal basis for the processing underlying the use of these cookies is the legitimate interest of Alientech srl in providing efficient and well-functioning services to its customers.
- Functional cookies, which allow activating specific functionalities of the website and store your preferences (such as the language), in order to improve your browsing experience; the legal basis for the processing underlying the use of these cookies is the legitimate interest of Alientech srl in providing efficient and well-functioning services to its customers.
- Analytical cookies, which allow the acquisition of statistical information in aggregate and anonymous form, in relation to the navigation modalities; the legal basis for the processing underlying these cookies is the legitimate interest of Alientech srl in providing efficient and well-functioning services to its customers.

To learn more, please read our Cookie Policy: https://www.alientech-tools.com/docs/legals/Cookie_policy_ENU.pdf

6. Processing methods

In accordance with the purposes indicated above, your personal data may be processed as follows:

- Entrusting processing operations to third parties;
- Processed by using electronic means;
- Manual processing by means of paper archives.

Each treatment is carried out in compliance with the procedures referred to in articles 6 and 32 of the GDPR, through the adoption of the appropriate security measures provided as to ensure the security and confidentiality of the data.

7. *With whom we share your data*

With our employees. Your data will be shared exclusively with competent and duly appointed and trained subjects for carrying out the services necessary for the correct management of your relationship, with a guarantee of protection of your rights.

With service suppliers. Your data may be disclosed to third parties, for one or more of the purposes described above, in particular to: shippers, carriers, transporters, post offices, logistics companies, public and / or private entities for which data communication is mandatory or necessary in fulfillment of legal obligations or functional to the administration of the relationship, consultants and independent contractors - even in associated form - banks, credit institutions and payment service providers.

With service providers. Alientech srl uses third-party services (cloud, analysis, messaging, website browsing functionalities) that operate as data processors pursuant to agreements in compliance with art. 28 GDPR and in accordance with the provisions relating to the transfer of data to third countries, where such data are actually transferred. These subjects acquire only the personal data necessary to fulfil their functions and may use them only for the purpose of performing these services on our behalf or to comply with the law.

With Alientech srl' commercial partners. Your data useful only for commercial purposes could be transmitted to our commercial partners, residing within or outside the European Economic Area. These commercial partners are appointed External Managers for Data Processing or have entered into standard contractual clauses with Alientech for the protection of personal data.

With judicial or administrative authorities. Where we believe we have to do so to comply with an order from the judge or an authority, or to comply with legal obligations or in order to protect us or third parties judicially, we may disclose your data to the Judicial Authority or to a Governmental Agency in Italy or the European Union.

8. *Disclosure of your data*

Your personal data will not be disclosed in any other way.

9. *Data retention period*

We inform 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:

- Established for a period of time not exceeding the achievement of the purposes for which your data are collected and processed and in compliance with mandatory deadlines;
- Prescribed by law.

10. Your rights

Pursuant to Articles 15, 16, 17, 18, 19, 20, 21, 22 of the GDPR, in addition to managing your preferences on the processing of your personal data in accordance with the previous paragraphs, you can contact Alientech srl to:

- Obtain confirmation of the existence or nonexistence of your personal data, even if not yet recorded, and their communication in an intelligible form;
- Request access to your personal data, updating, rectification or integration of your personal data;
- Request erasure, transformation into anonymous form and limitation of the processing of your data;
- Object, for legitimate reasons, to the processing of your personal data, even if pertinent to the purpose for which they were collected;
- Ask for the portability or copy of your data;
- Revoke consent, at any time, to the processing of your data for the purpose of sending advertising materials or direct selling or for carrying out market research or commercial communication (this will not affect the lawfulness of the treatment based on the consent given before of the revocation);
- Ask for the identification details of the data controller, the managers and the designated representative, as well as information about the subjects or categories of subjects authorized to process your data, the external data processors and those in charge.

When you exercise the right of access, you also have the right to know:

- If the processing of your data is underway;
- What are the purpose and the methods of processing;
- What are the categories of processed data;
- The retention period of your data (or the criteria for determining the retention period);
- If an automated processing is underway (e.g. by profiling) and what is the logic of such processing;
- The origin of the data (if not collected initially by us).

You have the right to lodge a complaint with the Authority for the Protection of Personal. To this end, you can find the appropriate form on the website www.garanteprivacy.it.

11. How to exercise your rights

You can exercise your rights at any time by sending a registered letter with return receipt to the following address:

ALIENTECH S.R.L.

Via dei Cordari, 1
13039 Trino (VC)
Italy