



In accordance with European Union Regulation N. 2016/679 (hereinafter “GDPR”) and Article 13 in particular, please find below the information relating to personal data we will collect and process to respond to your requests for **commercial support and technical support** sent through the website <https://www.findernet.com> (hereinafter, “the Website”).

For information on the processing of personal data collected through navigation on the Website, you can consult our Privacy Policy at the following link [https://cdn.findernet.com/app/uploads/FINDER\\_privacy-policy-findernet-EN.pdf](https://cdn.findernet.com/app/uploads/FINDER_privacy-policy-findernet-EN.pdf).

This information does not concern other websites, webpages or online services that can be reached through hyperlinks or widgets that may be published on the Website but refer to external resources. With regard to the processing of personal data carried out by social media platforms used by the Data Controller, please refer to the information provided by these platforms through their respective privacy policies.

**WHO PROCESSES YOUR PERSONAL DATA**
**CONTACT DETAILS**

 Data Controller: **FINDER S.p.A. con unico socio**  
 Cod.Fisc./P.IVA: **IT05732610018**  
 Address: **10040 Almese (TO) Via Drubiaglio 14**



 Data Subjects contact form at:  
<https://www.findernet.com/en/worldwide/data-protection/> or at  
<https://www.findernet.com> select “Support” ⇌ “Data Protection”

**HOW AND FOR WHAT PURPOSES WE PROCESS YOUR PERSONAL DATA**

Please find below all the information to understand which personal data we need to process. If you do not want to communicate the data we have indicated as necessary, unfortunately we would not be able to carry out all the necessary activities required to provide the service.



All information on the processing of personal data carried out through cookie and other tracking tools is available in our [Cookie Policy](#).

 Data Processing purposes	Processed data	 Third parties recipient of the personal data		
<b>TECHNICAL SUPPORT</b> To respond to requests from the Data Subject sent through the contact channels available on the Website	<ul style="list-style-type: none"> <li>Email, City/Province</li> <li>Any additional information provided by the Data Subject</li> </ul>	<ul style="list-style-type: none"> <li>Professionals, companies and consultant appointed by the Data Controller</li> <li>Finder Company subsidiaries</li> </ul>	Data type	Personal data
			Legal basis	Pre-contractual measures
			Necessary data	YES
			Data retention	As long as necessary to respond the Data Subject requests
<b>COMMERCIAL SUPPORT</b> To respond to requests from the Data Subject sent through the contact channels available on the Website	<ul style="list-style-type: none"> <li>First name, Surname, Phone number, Email, Country</li> <li>Any additional information provided by the Data Subject</li> </ul>	<ul style="list-style-type: none"> <li>Professionals, companies and consultant appointed by the Data Controller</li> <li>Finder Company subsidiaries</li> </ul>	Data type	Personal data
			Legal basis	Pre-contractual measures
			Necessary data	YES
			Data retention	As long as necessary to respond the Data Subject requests
<b>LEGAL OBLIGATION COMPLIANCE</b> Provided by current legislation and/or order given by Public Authorities	<ul style="list-style-type: none"> <li>Personal data required by law or by order of a Public Authority</li> </ul>	<ul style="list-style-type: none"> <li>Public and/or Judicial Authorities</li> <li>Professionals, companies and consultant appointed by the Data Controller</li> </ul>	Data type	Personal data
			Legal basis	Compliance with a legal obligation
			Necessary data	YES
			Data retention	Until the statutory prescription period
<b>PROTECTION OF RIGHTS</b> For the establishment, exercise or defence of legal claims in courts	<ul style="list-style-type: none"> <li>Personal data required to exercise rights</li> </ul>	<ul style="list-style-type: none"> <li>Public and/or Judicial Authorities</li> <li>Professionals, companies and consultant appointed by the Data Controller</li> </ul>	Data type	Personal data
			Legal basis	Legitimate interest
			Necessary data	YES
			Data retention	Until the statutory prescription period

**HOW LONG WE KEEP YOUR PERSONAL DATA**

We will retain your personal data for as long as necessary to achieve the purposes as set out above. We may also be obliged to keep your personal data for a longer period in case of legal obligation or by order of an Authority, or in case their use is necessary to the Data Controller for the establishment, exercise or defense of legal claims. At the end of the retention period your personal data will be deleted. Therefore, after this period, the right of access, cancellation, rectification and the right to data portability can no longer be exercised.

**TO WHOM WE DISCLOSE YOUR PERSONAL DATA**

Your data will not be disclosed to third parties, unless where a law or a Public Authority requires us to do so, or in the event it is necessary for the establishment, exercise or defense of legal claims. In addition, your data may be disclosed to data processors, which are organizations external to ours that have been previously authorized to process your data on our behalf. You will find in the table the categories of recipients to whom we may disclose data.

**HOW WE PROCESS YOUR PERSONAL DATA**

Your data will be processed by persons specifically authorized for this activity and/or by data processors, who are also authorized. The Data Controller verifies and checks their work. The processing will be carried out with the aid of electronic tools (including automated means) in addition to manual means, always respecting the provisions of the Privacy Code and the GDPR, to guarantee the security and confidentiality of your personal data.

**PUBLIC DISCLOSURE OF PERSONAL DATA**

No personal data provided will be disseminated.

**AUTOMATED DECISION-MAKING**

We do not use systems that make automated decisions based on personal data.

**TRANSFER OF PERSONAL DATA OUTSIDE THE EEA**

Personal data are managed within countries belonging to the European Economic Area (EEA).

The Data Controller may need to transfer some data to suppliers and/or Finder Company subsidiaries based in countries outside the EEA, for reasons of personal data's organization or to achieve the purposes indicated above.

In these cases, the Data Controller will ensure that the information is properly protected, in accordance with the principles set out in articles 45 and 46 of GDPR, if necessary by entering into legal agreements governing the transfer of information by providing adequate guarantees.

**DATA SUBJECT'S RIGHTS**

As a Data Subject, you can exercise your Rights, as required by articles 13, 15-23 of the GDPR.

To do this, you can contact us through the contact form indicated above.

We will reply to you within one month. In cases of particular complexity of the request, we may reply to you within three months, but in this case we will notify you.

In summary, the Data Subject, with reference to personal data concerning him/her, has the possibility:

- To request access to personal data, rectification or erasure of personal data or restriction of processing;
- To object to processing;
- To data portability;
- To withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal;
- To lodge a complaint with a supervisory authority, which in Italy is constituted by the "Garante per la Protezione dei Dati Personali", which can be contacted through the references found on the website <http://www.garanteprivacy.it>.