



Information notice on the processing of personal data of customer

Dear Customer,

we invite you to read this information notice which describes the rules we apply for the management of your personal data, in accordance with the provisions of articles 12 and 13 of EU Regulation 2016/679, also known as the "General Data Protection Regulation" or "GDPR".

1. Identity and contact details of the data controller

The data controller of your personal data is AGIC Albania S.h.p.k., with registered office in Tirana, Skanderbeg Square, 1001. The data controller has appointed AGIC Technology S.r.l., with registered office in Rome, via di Castel Giubileo, 62 – 00138, as EU Representative of the Data Controller to act on its behalf with respect to obligations under art. 27 of GDPR. You may contact the EU Representative by sending an e-mail to the following address: GDPR.albania@agictech.com.

2. Purposes of processing

Your personal data will be processed for the following purposes:

- a. management of the contractual relationship with the customer and fulfillment of the obligations arising from it
- b. fulfillment of tax obligations
- c. fulfillment of accounting obligations
- d. provision of services, including remote assistance
- e. sending of promotional communications regarding services and events and management of commercial communications
- f. management and organization of events
- g. management of pre-litigation and/or litigation
- h. management of compliance activities
- i. management of information and/or infrastructure systems
- j. management control
- k. management of the active cycle
- l. administrative support for public and private tenders

3. Lawfulness of processing

For the purposes referred to in letters a), d), f), j), k) and l), the legal basis is represented by art. 6, paragraph 1, letter b) of the GDPR as the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

For the purposes referred to in letters b) and c), the legal basis is represented by art. 6, paragraph 1, letter c) of the GDPR as the processing is necessary for compliance with a legal obligation to which the controller is subject.

For the purpose referred to in letter e), the legal basis is represented by art. 6, paragraph 1, letter a) of the GDPR as the data subject has given consent to the processing of his or her personal data.

For the purposes referred to in letters h) and i), the legal basis is represented by art. 6, paragraph 1, letter f) of the GDPR as the processing is necessary for the purposes of the legitimate interests pursued by the controller, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

Finally, for the purpose referred to in letter g), the legal basis is represented by art. 9, paragraph 2, letter f) of the GDPR processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

4. Methods of processing

The data concerning you may be processed using paper and/or electronic means, with logic strictly related to the purposes and in any case in a way that guarantees confidentiality and security.

5. Recipient categories

Your personal data may be processed directly by the data controller or through third parties - who may alternatively act as data controller or data processor - exclusively within the scope and for the pursuit of the purposes set out above.

In light of the above, therefore, your data may be communicated, by way of example, to the following categories of third parties:

- companies associated with the data controller
- companies appointed by the data controller as data processors
- judicial authorities and/or bodies responsible for exercising a power of public relevance whenever a specific request is sent in this regard

6. Transfers of personal data to third countries or international organisations

Your personal data may be transferred outside the European Union for organizational and management needs. In any case, the transfer will take place on the basis of the cases provided for by current legislation and in compliance with the conditions set forth therein.

Your personal data may also be transferred to the Microsoft cloud, in any case within the European Union, always in compliance with the provisions of the GDPR and functionally for the purposes set forth above.

7. Data retention

Unless otherwise specified, your personal data will be retained in compliance with legal obligations and until the processing purpose ceases or for as long as necessary to fulfill specific legal, accounting, tax and/or administrative obligations and in any case for 10 years from the date of issue of the relevant documentation.

For the purposes referred to in letters e) and f), your data will be retained within a period of 24 months from the termination of the contractual relationship and for the entire duration of the same.

For the purposes referred to in letter g), your data will be retained for as long as necessary to protect the position of the data controller in court and/or proceedings.

8. Rights of the data subject

The data subject may exercise at any time the rights provided for by art. 13, paragraph 2, and by arts. 15, 16, 17, 18, 20 and 21 of the GDPR by writing to the data controller at the email address GDPR.albania@agictech.com.

In particular, the data subject has the right to obtain from the data controller:

- confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data
- the rectification and/or integration of inaccurate personal data concerning him or her without undue delay
- the erasure of personal data concerning him or her without undue delay
- the restriction of processing
- the receipt, in a structured, commonly used and machine-readable format, of the personal data concerning him or her and the right to transmit such data to another data controller without hindrance

Furthermore, where a processing purpose is based on the consent of the data subject, the latter has the right to revoke at any time any consent by writing to the email address GDPR.albania@agictech.com.

Finally, the data subject has the right to object at any time, for reasons related to his/her particular situation, to the processing of personal data concerning him/her where the processing is necessary:

- for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller
- for the purpose of the legitimate interest of the data controller or third parties

Also in this case, the data subject may exercise his/her right by writing to the email address GDPR.albania@agictech.com.



9. Right to lodge a complain

Pursuant to art. 77 of the GDPR, the data subject who believes that the processing concerning him/her violates the GDPR has the right to lodge a complaint with the Supervisory Authority (Garante per la Protezione dei Dati Personali) located in Rome, Piazza Venezia, 11 – 00187 (PEO: protocollo@gdp.it – PEC: protocollo@pec.gdp.it).

10. Provision of personal data

Some of the personal data are necessary for the pursuit of the purposes mentioned above. Therefore, failure to provide them could make it impossible to follow up on them and therefore to initiate relationships with the data controller.

For the purpose referred to in letter e), the provision of personal data is optional. Failure to consent to the processing of personal data will make it impossible to achieve the interested purposes.

11. Automated decision-making process

For the processing of the above data there is no type of automated decision-making process, pursuant to art. 22 of the GDPR.



Consent to the processing of personal data

The undersigned ..., having examined and fully understood

gives his/her consent

does not give his/her consent

to the purpose of sending of promotional communications regarding services and events and management of commercial communications

Signature
