**Information for Customers**

**Information in accordance with art. 13 of “Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (“GDPR”).**

*Dear Customer,*

Thank you for the trust you have placed in us! The same care and attention that we put in meeting your needs we place in protecting your personal data or the personal data of natural persons who operate on behalf of your Organization.

Minerva Group Service (Data Controller) wishes to inform you about the purposes and methods of processing your personal data in accordance with the GDPR.

**Purpose of the processing and nature of the main data processed**

We process your personal data exclusively for the following purposes:

1. Purposes related to the establishment and management of the contractual relationship, including the provision of the service related to the contract;
2. Purposes relating to the management of mandatory obligations related to the contractual relationship.

The personal data processed generally fall into the category of personal data, contact data, data relating to organizational positions, administrative data.

**Lawfulness of processing**

The legal basis for the processing of your personal data for the previously mentioned purposes is of a pre-contractual, contractual or mandatory nature.

The processing of personal data for the previously mentioned purposes is necessary in order to establish and manage the contractual relationship and to provide the related service.

The refusal or revocation of consent of the processing implies the impossibility of establishing and maintaining the contractual relationship and of providing the service object of the provision.

**Main methods of data processing**

We minimize the collection and processing of your personal data to the strict minimum with respect to the purposes pursued as previously identified.

The data can be processed both on paper and in computer mode.

The data are processed within the borders of the European Union.

**Retention period of personal data and reference criteria**

We keep personal data processed with reference to the following criteria:

1. Contractual requirements applicable to the duration of the contractual relationship;

2. Mandatory administrative and tax requirements;

3. Corporate archiving requirements.

**Risk assessment and technical organizational measures**

We plan and adopt the necessary technical and organizational measures to minimize the risks related to the loss of objectives of confidentiality, availability and integrity of the information processed, after data protection impact assessment.

This is also in order to guarantee the resilience of the treatments carried out in the context of the more general objective of ensuring business continuity.

**Communication or Disclosure of the data processed**

We do not communicate your personal data to third parties for purposes other than those indicated above.

We do not disclose your personal data.

**Processing by third parties**

For the processing of your personal data for the purposes listed above we can use third parties such as:

1. Administrative service providers;
2. IT service providers;
3. Providers of consultancy, training, audit services;
4. Associated companies.

In this case, we appoint these suppliers ad Data Processor and we give them instructions to process your personal data exclusively for the purposes previously defined and in compliance with appropriate technical and organizational data protection measures.

**Information and exercise of the data subject's rights to the processing**

We wish to inform you of the rights that the GDRP confers on you, as an interested party to the processing. These rights are reported in Art. 13 of the GDPR and concern:

1. the right of the interested party to ask the data controller for access to personal data;
2. the right of the interested party to ask the data controller to rectify or delete personal data or limit processing;
3. the right of the interested party to oppose the processing of personal data;
4. the right of the interested party to data portability;
5. the right of the interested party to lodge a complaint with a supervisory authority.

**Data Controller**

Data controller is Minerva Group Service sccpa (società consortile cooperativa per azioni) with registered and operational headquarters in Corso Buenos Aires 47 - 20124 Milan (Italy).

**Contact us**

This information is available on the website of Minerva Group Service sccpa [www.minervagroupservice.com](http://www.minervagroupservice.com)

For any request for information regarding the processing carried out on your personal data, for exercising your rights, for reporting vulnerabilities to the security of the treatments, violations of the principles for data processing, incidents, you can contact us to the following email address privacy@minervagroupservice.it.

The Data Controller

*Minerva Group Service sccpa*