

MARAZZI GROUP

CUSTOMER PRIVACY POLICY STATEMENT FOR CUSTOMER SATISFACTION SURVEYS

PURSUANT TO ARTICLES 13 AND 14 OF REGULATION (EU) 2016/679 (“GDPR”) GENERAL DATA PROTECTION REGULATION

By means of this document (“**Privacy Policy Statement**”), the Data Controller, as defined below, wishes to inform you concerning the purposes and procedures for the processing of your personal data and your rights under Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (“GDPR”).

1. IDENTITY OF THE DATA CONTROLLER

The Data Controller is Marazzi Group S.r.l. a Socio Unico, with registered office at Viale Regina Pacis 39, 41049 Sassuolo (Modena) Italy, in the person of its current legal representative (the “**Data Controller**” or “**Marazzi**”).

To exercise your rights, or for any information concerning them and/or this Privacy Policy Statement, you may contact the Data Controller at: privacy@marazzigroup.com tel. +39 0536 860800.

The Data Controller has appointed a Data Protection Officer (“DPO”), whom you can contact to exercise your rights, as listed in point 7 below, as well as to receive any information concerning them and/or this Privacy Policy Statement, by writing to: dpo@marazzigroup.com.

2. WHICH PERSONAL DATA WE PROCESS AND WHERE WE OBTAIN THEM

For the purposes stated in this Privacy Policy Statement, the Data Controller will process your ordinary and contact personal data, such as your name, surname, email address and telephone number, contributed directly by you to the Data Controller or another company in the same group.

3. PURPOSES AND LEGAL BASIS OF THE PROCESSING

The Data Controller will process your personal data in order to perform market surveys to monitor the level of customer satisfaction, through the administration of questionnaires or telephone contacts, asking you to state your opinion with regard to the quality of the service rendered and/or the after-sales service supplied to you by Marazzi during your business relations.

The collection and analyses of your opinion are necessary for the Data Controller, for the assessment of the quality of the after-sales services provided to its customers, the identification of any areas or aspects for improvement of the service, and the implementation of specific actions to improve the quality and efficacy of corporate processes relating to the customer service area, to the benefit of the clientele.

The legal basis for the processing of your data for these purposes is your freely provided consent, under article 6, first comma, subsection a) of the GDPR.

The Data Controller will process your personal data for the purposes stated above until you decide to withdraw the consent provided or to object to the aforesaid



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processing, by the procedures set out in article 7 below or by checking the box provided at the end of the questionnaire. If you object, your personal data will be erased and Marazzi will no longer use them for this purpose.

4. THE PROCEDURES USED TO PROCESS YOUR PERSONAL DATA

Your personal data will be processed, in compliance with the provisions of the GDPR, by IT and telematic means, applying logics strictly correlated to the stated purposes, and in all cases by procedures which guarantee the data's security and confidentiality in accordance with the provisions of article 32 of the GDPR.

5. RECIPIENTS OF YOUR PERSONAL DATA, AND PARTIES WHO MAY GAIN KNOWLEDGE OF THEM

For the pursuance of the purposes described, your personal data will be known to the Data Controller's employees, contract staff and associates working in the capacity of authorised, specifically designated data users.

Moreover, for the pursuance of the aforesaid purposes, your personal data will be processed by third parties belonging, for example, to the following categories:

- IT system management service providers;
- suppliers of specific market survey and customer satisfaction survey services.

The entities in the aforesaid categories operate as Data Processors specifically appointed by Marazzi in accordance with article 28 of the GDPR.

The complete, updated list of the entities to which your personal data may be disclosed can be requested from the Data Controller's registered office.

The personal data processed by the Data Controller are not disseminated. In all cases, please note that for administrative purposes, your data may be disclosed to the other Marazzi Group companies on the basis of the prevalent legitimate organisational and administrative interest of the Data Controller.

6. TRANSFER OF DATA OUTSIDE THE EUROPEAN UNION

For technical and organisational purposes, the Data Controller may transfer your data to other Marazzi Group companies or to its suppliers, even in non-European Union member states: this transfer is, in any case, lawful since it is covered by adequacy decisions issued by the European Commission and/or standard data protection clauses chosen on the basis of the models adopted by the European Commission pursuant to article 46 of the GDPR.

You may request a copy of the safeguards adopted for transfer of your personal data outside the EU, and information concerning the places where they have been made available, by sending a specific request to the Data Controller at the email address privacy@marazzigroup.com.

7. YOUR RIGHTS AS DATA SUBJECT

With regard to the data processing described in this Privacy Policy Statement, as data subject, on the conditions set forth by the GDPR, you may exercise the rights provided by articles 15 - 21 of the GDPR, in particular:

- **right of access** - article 15 GDPR: right to obtain confirmation of whether or not personal data concerning you are being processed and, if this is the



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case, to obtain access to your personal data - including a copy of them - and communication, amongst other things, of the following information:

- a) purposes of the processing
 - b) categories of personal data processed
 - c) recipients or categories of recipients to whom they have been or will be disclosed
 - d) data storage period or the criteria used
 - e) rights of the data subject (rectification, erasure of personal data, restriction of processing and right to object to processing)
 - f) right to lodge a complaint with the supervisory authority
 - g) right to receive information on the origin of personal data if they have not been collected from the data subject
 - h) the existence of automated decision-making, including profiling, and meaningful information about the logic involved, as well as the envisaged consequences of such processing for the data subject;
- **right to rectification** - article 16 GDPR: right to obtain, without undue delay, the rectification of inaccurate personal data concerning you and/or the completion of incomplete personal data;
 - **right to erasure** (right to be forgotten) - article 17 GDPR: right to obtain, without undue delay, the erasure of personal data concerning you, when:
 - a) the data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
 - b) you have withdrawn consent and where there is no other legal ground for the processing;
 - c) you have successfully objected to the processing of the personal data;
 - d) the data have been unlawfully processed,
 - e) the data have to be erased for compliance with a legal obligation;
 - f) the personal data have been collected in relation to the offer of information society services referred to in article 8, comma 1 of the GDPR.

The right to erasure does not apply to the extent to which the processing is necessary for compliance with a legal obligation or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, or for the establishment, exercise or defence of legal claims;

- **right to restriction of processing** - article 18 GDPR: right to obtain restriction of the processing, when:
 - a) the accuracy of the personal data is contested by the data subject;
 - b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead
 - c) the data subject needs the personal data for the verification, exercise or defence of a right during judicial proceedings;
 - d) the data subject has objected to processing pending the verification whether the legitimate grounds of the controller override those of the data subject;
- **right to data portability** - article 20 GDPR: right to receive the personal data concerning you, which you have provided to the Data Controller, in a structured, commonly used and machine-readable format and the right to transmit those data to another controller without hindrance, if the processing is based on consent and is carried out by automated means. In addition, the



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right to have your personal data transmitted directly by the Data Controller to the other controller, where technically feasible.

- **right to object** - article 21 GDPR: right to object to the processing of personal data concerning you, unless there are legitimate grounds for the Data Controller to continue the processing;
- **right to withdraw consent** - article 7 of the GDPR - the right to withdraw consent at any moment, without prejudice to the lawfulness of the processing carried out prior to the withdrawal;
- right to **lodge a complaint with the Italian Data Protection Authority** - Garante per la protezione dei dati personali, Piazza Venezia no. 11, 00187, Rome (Italy).

The above rights may be exercised in relation to the Data Controller using the contacts provided in article 1 above. The Data Controller shall examine your request and shall inform you, without undue delay and in all cases within no more than one month of its receipt, concerning the action taken with regard to your request.

The exercise of your rights as data subject is free of charge in accordance with article 12 of the GDPR. However, in the event of requests which are manifestly unfounded or excessive, in particular because of their repetitive character, the Data Controller may charge you a reasonable fee taking into account the administrative costs of dealing with your request, or refuse to act on the request.

Please also note that the Data Controller may request further information necessary to confirm the identity of the data subject.

Marazzi Group S.r.l. a socio unico
(Data Controller)

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CONSENT FORM

I hereby authorise the Data Controller to process my ordinary and contact personal data for market and customer satisfaction survey purposes in accordance with point 3 of this Privacy Policy Statement

Yes

No

Place

Date

Signature

Last updated 13.02.2020



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