

From 25 May 2018, new rules are applied to the processing of personal data by business, organizations and public institutions in the EU (The EU's new General Data Protection Regulation – GDPR).

In brief, the new rules aim to give private individuals a better overview and more control of the personal data businesses and organisations gather about them. It shall become even easier for private individuals to obtain an overview of the personal data registered about them and how such data is used, and to have the data deleted.

General Processing of Personal Data of Business Partners

Within the context of our business relationship with our business partners (customers, suppliers, service providers, etc.), we process personal data such as name, address, email address, telephone/fax number, date of birth, VAT ID, GLN, bank details and for clients additionally place of birth, nationality, identity card data, creditworthiness data, if applicable. The processing is done for purposes of explicit identification of the business partner as well as the initiation, implementation, administration and processing of agreements, evaluation of creditworthiness and securities, preparation of claims settlement/credit notes, administration and enforcement of claims, compliance with legal regulations, data security and in the interest of comprehensive customer service. For communication purposes, we also process the names and contact details of the contact persons of the business partner.

From time to time, we engage processors for processing. The legal basis for processing activities is Article 6, Paragraphs 1 b, 1 c and 1 f, EU General Data Protection Regulation (GDPR).

Disclosure of Client and Sales Data

If it is necessary for implementing and executing an international contract with the client, we will provide the involved related companies with the necessary personal data.

The legal basis for processing activities is Article 6, Paragraph 1 b, GDPR.

Guarantors and Other Collateral Providers

If a third party stands surety in our favour or provides another form of security, we process the above-mentioned personal data also for him. This is done for the purpose of assessing the intrinsic value of the security, as well as for managing it and, if applicable, for calling it in.

The legal basis is provided by Article 6, Paragraph 1 b, GDPR.

Deliveries / Services

Within the context of customer care and the provision of services, we will, where necessary, provide third parties with the requisite personal data of the client (name, address, telephone/fax number, email address) that we use for providing the services (for example warehouse keepers, delivery partners/hauliers, central regulators/accounting companies and other service providers, etc.). This is done for the purpose of providing the agreed service respectively for faster and easier implementation.

The legal basis is provided by Article 6, Paragraph 1 b, GDPR.

Payment Details

We disclose certain personal data of the client (name and address) and provide an evaluation of his payment behaviour to undertakings related to us. In addition, in the event of defaults on payments, such data are also passed on to possible collateral providers and, if appropriate, also to credit agencies. This is done in our interest for the purposes of internal management of shared customers and of avoiding defaults on payments.

The legal basis is provided by Article 6, Paragraphs 1 b and 1 f, GDPR.

Duration of Processing Activities

We store the personal data for as long as the business relationship with the client will persist and until statutory periods of limitation on any emanating claims and legal retention obligations will have lapsed.

Transferring to Third Countries

We do not supply your personal information to other companies that wish to use it for direct marketing unless you have given us permission to do so.

Your personal data may accordingly be transferred to other countries if one of our service providers is based abroad. In this case, what is known as a “Data processing contract” is drafted with the service provider. This guarantees the same level of data protection and security as that in force in Europe. This is also guaranteed by the fact that the service provider is obliged to act solely under our instruction, and to ensure it constantly adopts all the technical measures necessary to protect your personal data.

If the personal data is processed in a country outside the EU and the EEA, we ensure an appropriate standard of data protection by stipulating the standard contract established by the EU, or by an adequacy decision passed by the European Commission for the country concerned.

Rights of the Business Partner

The business partner has a right to information, rectification, erasure, restriction of processing, data transferability and raising objections (Article 15-21, GDPR), possibly to revoking granted consent (Article 7, GDPR) and to lodging a complaint with a supervisory authority (Article 77, GDPR).

Controller for Processing

The controller of the processing is EPTA S.p.A. based in Milan, via Mecenate 86.