

Personal data processing policy pursuant to art 13 of EU Regulation n. 2016/679 (the GDPR) according to that established by art. 13 of EU Regulation n. 2016/679, below is a list of all the information required to outline the processing of personal data carried out by Duplex International S.r.l., with registered offices in Via Piero Gobetti, 19-21-23, Signa (Fi), Italy, telephone n. +39 (055) 876437, fax +39 (055) 875229, email infoduplex@duplexitaly.com and website www.duplexitaly.com through which the contact request shall arrive. Data Controller: Duplex International S.r.l., henceforth the “Company”

Voluntarily provided personal data

The personal data processed by the Company using digital, automated and paper-based means are:

1. Name and surname;
2. Email address, telephone number;
3. The city/province of residence and all other personal data necessary to fulfil the request.

The above data will be filled in by you and associated to the message.

The processing of your personal data depends on your explicit consent.

The choice to provide your data is up to you. However, if information marked as ‘required’ is not provided, we will be unable to provide the service(s) requested.

All other data fields (i.e., those not marked ‘required’) can be left blank and the requested service will still be provided.

Purpose of processing

Personal data shall be processed for the following purposes:

- a. to make it possible for the Company to receive messages in order to provide adequate responses, forwarding your request to authorised offices and employees.
- b. If you have given your consent to receive newsletters and informative emails from the Company by selecting the “I hereby consent” option, your email address will also be used for those purposes.

This service may also be provided through adequately selected and contractualised email marketing platforms that may also allow for monitoring as it relates to product satisfaction. You may opt out of this service at any time via the link at the bottom of the email or by sending a message stating your request to support@duplexitaly.com. Upon receipt of said request, you will be immediately removed from our mailing list. You will only be added to our mailing list again if you sign up again via the company website.

If you no longer wish to receive emails from our Company, simply respond to one such email asking to opt out.

Processing methods

Your personal data are processed with both electronic and paper-based means using measures that are appropriate for the safety and confidentiality of the data provided.

Processed data recipients

The personal data you provide will not be widely shared. Your data will be processed exclusively for the purposes indicated and may be shared with:

- Those identified as co-controllers or external processors that assist the Company in compliance with legal regulations as well as parties, entities or authorities to whom the communication of the data is obligatory according to the law or upon the orders of a public authority.
- Third parties and other subjects that collaborate with the Company in business development and the provision of its products or services, such as, but not limited to, email companies for the delivery of the newsletter, companies assigned to send customer satisfaction surveys, website providers, hardware and software providers and experts, professional firms, etc.

Personal data storage period

The data provided will be stored for the entire duration of the service provided and will be erased after 5 years from the sending of the last communication, with the exception of time limits for the completion of potential legal obligations.

Your email address used to periodically receive the newsletter and informative emails will be stored until you request its removal from our database.

Data subject rights and the right to revocation

The data subject has the right to:

request access to his/her personal data and request that it be rectified, erased or that its processing be restricted.

- know the purpose of processing, the categories of data processed, the recipients who will receive the data and the storage term.
- withdraw consent (where possible) at any time.
- request the erasure of his/her personal data when no longer necessary to the purposes they were collected for.
- object to processing for profiling or marketing purposes.
- submit a complaint to the Data Protection Authority.
- know who his/her personal data has been, or may be, sent to and verify an extract of the existing contracts with them.

All requests must be sent to the Company via one of the following methods:

- Post: a return-receipt registered letter to Duplex International S.r.l., Via Piero Gobetti, 19-21-23, 50058, Signa (FI), Italy
- Email: a message sent to support@duplexitaly.com, which will provide all necessary information and act if the request is legitimate.