

POLICY ON THE PROCESSING OF PERSONAL DATA

This document describes the operations carried out on the personal data of users collected by the website on these occasions:

- access and / or create account
- sending a CV in the "Work with us" section
- subscription to the newsletter
- sending requests for information
- sending an appointment request with salespeople
- sending a request to participate in training courses

This is an information compliant with art. 13 of EU Reg. 2016/679 to those who interact with the web services of ChemService S.r.l. Controlli e Ricerche, accessible electronically from the address: www.chemservice.it

The policy is made only for ChemService S.r.l. Controlli e Ricerche website and not for other websites that may be consulted by the user through links.

Sommario

THE "OWNER" OF THE DATA	2
CATEGORY OF PROCESSED DATA	2
OPTIONAL DATA SUPPLY.....	3
REDIRECTING TOWARDS EXTERNAL WEBSITES.....	3
DATA PROCESSING PROCEDURES	3
01. DATA PROCESS TO ACCESS THE LOG IN AREA.....	4
02. PROCESSING OF THE ELECTRONIC MAIL ADDRESS TO SEND NEWSLETTERS.....	5
03. DATA PROCESSING FOR ASSISTANCE / CUSTOMER CARE PURPOSES (INFORMATION REQUEST)	6
04. DATA PROCESSING BY SENDING CV	6
05. TRATTAMENTO DEI DATI PER RICHIESTA APPUNTAMENTO CON COMMERCIALE/ISCRIZIONE AI CORSI DI FORMAZIONE.....	7
06. DATA PROCESSING FOR ADMINISTRATIVE-ACCOUNTING AND TAX PURPOSES.....	7
07. DATA PROCESSING IN ORDER TO ALLOW THE USER TO EXERCISE RIGHTS.....	8
08. DATA PROCESSING FOR THE PURPOSE OF ASSESSMENT, EXERCISE OR DEFENSE OF A RIGHT	8
09. CATEGORIES OF SUBJECTS TO WHOM THE DATA MAY BE COMMUNICATED.....	9
10. RIGHTS OF THE INTERESTED PARTIES.....	9

THE “OWNER” OF THE DATA

Following the consultation of this website, data relating to identified or identifiable persons may be processed.

ChemService S.r.l. Controlli e Ricerche, with headquarter in Via Fratelli Beltrami 15, 20026 Novate Milanese (MI), P.I. 07020820150, is the owner of the processing of users' personal data, collected while browsing website services.

ChemService S.r.l. Controlli e Ricerche will process personal data for the following purposes:

- Management of the Account area
- Sending newsletters
- Management of requests for information
- Management of CVs and related data
- Management of requests for appointments with salespeople or for registration in training courses
- Management of administrative-accounting and tax activities
- Management of requests to exercise rights
- Assessment, exercise or defence of a right

CATEGORY OF PROCESSED DATA

Navigation data.

During their normal operation when the website is loading into the browser, the computer systems and software procedures involved into this website acquire some personal data which transmission is implicit in the use of Internet communication protocols.

This personal data is not collected to be associated with identified interested parties, but which by its very nature could, through processing and association with data held by third parties, allow users to be identified.

This data category includes the IP addresses or domain names of the computers used by visitors who connect to the website, the addresses in URI (*Uniform Resource Identifier*) notation of requested resources, the time of the request, the method used in submitting the request to the server, the size of the file obtained in response, the numerical code indicating the status of the response given by the server (successful, error, etc.) and other parameters relating to the operating system and the user's computer environment.

These data are used for the sole purpose of obtaining anonymous statistical information on the use of the website and to check its correct functioning and are deleted immediately after processing. The data could be used to ascertain responsibility in the event of hypothetical computer crimes against the website: except for this eventuality, the data on web contacts do not currently persist for more than seven days.

Data provided voluntarily by the user

The optional, explicit and voluntary sending of e-mails to the addresses indicated on this website entails the subsequent acquisition of the sender's address, necessary to respond to requests, as well as any other personal data included in the message.

Specific summary information will be exported or displayed on the pages of the website prepared for specific services on request.

Cookies

For information on website Cookies, please refer to the Cookie Policy

OPTIONAL DATA SUPPLY

Apart from what is specified into Navigation Data section, the user is free to provide personal data if requested in specific pages of the website. Their absence can make it impossible to obtain what is requested. This information indicates, for each treatment, the consequences of a refusal to provide personal data.

REDIRECTING TOWARDS EXTERNAL WEBSITES

This website can use the so-called "Social plug-in". "Social plug-ins" are special tools that allow you to incorporate the functionality of the Social Network directly within the website.

All the "social plug-ins" on the website are marked with the respective logo owned by the social network platform.

When you visit a page of our website and interact with the "plug-in" or decide to leave a comment, the corresponding information is transmitted by the browser directly to the reference social network platform (e.g. Facebook) and from this stored.

For information on the purposes, type and methods of collection, processing, use and storage of personal data by the social network platform, as well as for the how to exercise your rights, please consult the Privacy Policy of the social network.

Oltre ai "social plug-it", all'interno del sito sono presenti link o collegamenti ad altri siti appartenenti a società del nostro gruppo. Il trattamento di dati personali da essi effettuati è normato dalle rispettive privacy policy.

In addition to the "social plug-it", within the website, there are links to other websites belonging to companies in our group. The processing of personal data they carry out is regulated by their respective privacy policies.

DATA PROCESSING PROCEDURES

Personal data are processed with automated tools for the time strictly necessary to achieve the purposes for which they were collected.

Specific security measures are implemented to prevent data loss, illegal or incorrect use and unauthorized access.

01. DATA PROCESS TO ACCESS THE LOG IN AREA

ChemService S.r.l. Controlli e Ricerche will process user's personal data to allow access to the website "Log in Area" and to the services reserved for registered users, including the possibility of purchasing ChemService S.r.l. Controlli e Ricerche products / services online. It will allow the conclusion of the purchase contract through the website and the correct execution of the obligations arising from this contract and, finally, it will allow to execute the requests sent by the user himself.

The legal basis for the above-mentioned process is the fulfilment of the contract or, as appropriate, the execution of pre-contractual measures taken at the request of the interested party. Therefore, the data will be treated for the time strictly necessary to carry out the individual processing activities.

ChemService S.r.l. Controlli e Ricerche may however keep the data for the purposes and for the maximum retention term indicated in this Policy document or in the cases established by the Regulations and / or by the law.

For this reason, ChemService S.r.l. Controlli e Ricerche will process users' personal data to:

- Allow the user to access and browse the website
- Allow the user to access the "Log in Area" through their account and to use the services reserved for registered users, including the ability to purchase through the website and to exercise, if necessary, the right of withdrawal
- Allow the user to access the website and navigate as a logged in user, recognizing the user regardless of the used device
- Maintain and manage the user's account
- Store data and information in the user's account (personal data, order history, returns, delivery addresses)
- Allow the user to conclude the purchase contract through the website and, to the Owner, to fulfil the obligations arising from it
- Implement the purchase / supply contract

The provision of data for the mentioned purpose is optional. However, since processing is necessary to allow access to the website and / or navigation and / or registration and / or provision of account management and maintenance services as well as the conclusion and execution of the purchase contract through the website or to respond to pre-contractual requests made by the user, failure to communicate data will make it impossible for the user to access and / or browse the Site and / register on the Site and to take advantage of the services reserved for registered users and / or conclude a purchase contract through the Site and / or receive a response to requests made.

02. PROCESSING OF THE ELECTRONIC MAIL ADDRESS TO SEND NEWSLETTERS

ChemService S.r.l. Controlli e Ricerche will process the e-mail details provided by the user in the context of choosing a product and / or service offered and sold on the website or in the case of voluntary subscription of the user to the newsletter service through a dedicated form on the site, to send promotional messages relating to the owner's products, services, activities and events. The legal basis of this treatment is consent, to be freely provided before sending personal data. In case of failure to give consent, the data cannot be sent (in the case of the dedicated contact form) or the email address provided for the purchase of products / services for sending promotional emails will not be used.

The interested party may, at any time, withdraw the consent given by opt-out in the communications or by writing to the email marketing@chemservice.it.

For sending newsletters, ChemService S.r.l. Controlli e Ricerche will process the user's data until the right to object is exercised.

03. DATA PROCESSING FOR ASSISTANCE / CUSTOMER CARE PURPOSES (INFORMATION REQUEST)

ChemService S.r.l. Controlli e Ricerche will process user data for general assistance and customer care activities and therefore to respond to requests for information from users or to respond to complaints, reports, disputes.

The legal basis for this treatment is consent, to be freely provided before sending the data collection form.

The user has the right to withdraw consent and / or to oppose the processing of his personal data for the purposes above by contacting Lab Analysys S.r.l. at marketing@labanalysis.it. In the case of withdraw, ChemService S.r.l. Controlli e Ricerche refrains from further processing users' personal data for this purpose, unless it demonstrates the existence of binding legitimate reasons to proceed with the processing that prevail over the interests and rights and freedom of the interested party or for the assessment, exercise or the defence of a right in court.

The provision of data for the mentioned purpose is optional. However, the failure to communicate data and / or the exercise of the right of opposition may make it impossible to respond to requests and / or reports and / or complaints and / or disputes by users, if the response to these requests implies the processing of your personal data.

For this purpose, ChemService S.r.l. Controlli e Ricerche will process user data for the time necessary to carry out the requested activities.

04. DATA PROCESSING BY SENDING CV

ChemService S.r.l. Controlli e Ricerche will process user's personal data, including the CVs sent as attachment, provided in the appropriate data collection forms on the "Work with us" page, for the Recruiting Manager, for scheduling an interview and any subsequent fulfilments. The legal basis of this treatment is the execution of pre-contractual measures at the request of the interested party, as indicated by Legislative Decree 101/2018 in art. 111-*bis*.

The provision of data is always optional, however in the event of incorrect or failure to provide certain data, it will not be possible to proceed with sending them or carrying out subsequent processing activities.

The CVs received will be kept for a maximum time of 2 years, subsequently it will be cancelled or destroyed.

The user has the right to object to the processing of his personal data for the purposes in question by contacting ChemService S.r.l. Controlli e Ricerche at marketing@labanalysis.it
In the event of opposition, the data and CVs will be promptly cancelled or destroyed.

05. TRATTAMENTO DEI DATI PER RICHIESTA APPUNTAMENTO CON COMMERCIALE/ISCRIZIONE AI CORSI DI FORMAZIONE

Lab Analysis S.r.l. tratterà i dati personali degli utenti, forniti negli appositi form di raccolta dati, per gestire le richieste di appuntamento con un commerciale o per l'iscrizione ai corsi di formazione erogati dal Titolare stesso. La base giuridica del presente trattamento è il consenso, fornito liberamente dall'utente. In caso di mancato conferimento i dati non potranno essere inviati e quindi non avrà luogo il trattamento.

I dati verranno conservati fino all'espletamento della richiesta o, per un periodo successivo, per assolvere agli obblighi derivanti dalla richiesta stessa, ad esempio la gestione del corso di formazione e degli adempimenti successivi.

L'utente ha il diritto di revocare il consenso e/o di opporsi al trattamento dei dati personali che lo riguardano per le finalità in oggetto contattando Lab Analysis S.r.l.:

- via e-mail, all'indirizzo: info@chemservice.it

In caso revoca o opposizione i dati saranno cancellati o non trattati, ferma restando la possibilità del Titolare di trattare i dati per altri trattamenti in essere e necessari per assolvere ad altri obblighi legali o contrattuali.

06. DATA PROCESSING FOR ADMINISTRATIVE-ACCOUNTING AND TAX PURPOSES

ChemService S.r.l. Controlli e Ricerche will process user data for the purpose of performing administrative and / or accounting and / or tax obligations, connected to the provision of the services / products chosen and / or selected by the user through the website, such as, for example, keeping of the accounting records and the issuance of the sales invoice.

The legal basis for this treatment is the fulfilment of legal obligations to which ChemService S.r.l. Controlli e Ricerche is subject.

The provision of data for the purpose in question is mandatory. Any refusal to provide data will make it impossible for the visitor to use the website services and to conclude the purchase contract through the website.

The data will be stored and processed until the expiry of the legal terms provided for the execution of each administrative-accounting and tax fulfilment and / or for the retention times required by law for the conservation of the related documentation.

07. DATA PROCESSING IN ORDER TO ALLOW THE USER TO EXERCISE RIGHTS

ChemService S.r.l. Controlli e Ricerche will process user data to follow up any requests for the exercise of rights arising from the activities carried out by the user through the website, such as the selection / choice of a product / service, and carry out the activities that prove necessary as a consequence of the exercise of these rights (for example any refunds).

The data will also be processed to respond requests to exercise data protection rights.

The legal basis for this treatment is the fulfilment of legal obligations to which ChemService S.r.l. Controlli e Ricerche is subject.

The provision of data for the purposes in question is mandatory, since the processing is necessary to allow ChemService S.r.l. Controlli e Ricerche to fulfil legal obligations as well as the user to exercise the rights that the law or the contract attribute to him. Any refusal to provide data for this purpose will make it impossible for the user to exercise these rights.

For this reason ChemService S.r.l. Controlli e Ricerche will retain and process the data until the expiry of the statutory deadlines for exercising the right or, in the case of exercising these rights, for the time necessary to manage and close the file; in the case of exercising the rights provided by the GDPR, the data will be processed until the Data Controller certifies having fulfilled the request.

08. DATA PROCESSING FOR THE PURPOSE OF ASSESSMENT, EXERCISE OR DEFENSE OF A RIGHT

ChemService S.r.l. Controlli e Ricerche will process user data for the assessment, exercise or defence of a right in all the relevant forums.

The legal basis of this treatment is the legitimate interest of Lab Analysys S.r.l

09. CATEGORIES OF SUBJECTS TO WHOM THE DATA MAY BE COMMUNICATED

Your data may be sent to the following recipients or categories of recipients:

- **Companies and businesses** (factoring companies, credit recovery companies, credit insurance companies, commercial information companies, credit information companies for the sole verification and consultation of solvency)
- **Transporters, shippers, owners, post offices, logistics companies**
- **Banks and credit institutions**
- **Institutional subjects** to whom the communication of data is mandatory or necessary in fulfilment of legal obligations or functional to the administration of the relationship
- **Data processors**

10. RIGHTS OF THE INTERESTED PARTIES

Pursuant to the provisions of articles 15-21 EU Regulation 2016/679 the subjects to whom the personal data refer have the right, at any time, to obtain confirmation of the existence or otherwise of the same data and to know its content and origin, verify its accuracy or request its integration or updating, or correction.

Users also have the right to request cancellation, transformation into anonymous form or blocking of data being processed in violation of the law, and to oppose in any case, for legitimate reasons, to its treatment.

Requests should be sent via email to marketing@labanalysis.it