

## Privacy Policy for Customers and Suppliers

Protecting data privacy is very important. Gualapack and Affiliates are committed to safeguarding Customers and Suppliers' personal information which collects, processes and cares for by adopting adequate technical, organizational and security measures according to artt. 13 of the (EU) Reg. 2016/679 ("GDPR") and all applicable "Privacy Laws".

### 1. Data Controller

The Data Controller is Guala Pack S.p.A. with its registered office in via Carlo Mussa, n. 266 – 15073 Castellazzo Bormida (Alessandria) – Italy, [web contact form](#) or by e-mail at [privacy@gualapack.com](mailto:privacy@gualapack.com).

This Privacy Policy notice:

- concerns existing or potential customers and suppliers (the "data subjects") and other business contacts who interact with Gualapack and provide their personal data voluntarily or by consent (artt. 13 and 14 GDPR);
- details how data subjects' personal data are processed lawfully, fairly, confidentially and in a transparent manner (art. 5 GDPR), and the logic for processing individuals' personal data that interact with the Controller so when required they can agree to the processing of their data in a conscious, explicit and informed way before providing any personal information;
- supplements other Gualapack's privacy policies (employees, careers, "Whistleblowing" policy, etc.);
- points at specific security measures implemented by the Data Controller to prevent data loss, unlawful, or inappropriate use and unauthorized access and deletion (art.32 of the GDPR).

### 2. Types of personal data

Personal data is any information that relates to an identified or identifiable individual. Gualapack processes personal data provided by a person, such as: personal identifiable information ("PII" such as first name, last name, postal and e-mail address, telephone and cell phone numbers, personal/fiscal data, primary biometric elements (facial image), passport information and social security numbers), economic and financial information etc.) acquired and used in the context of business relations and the provision of products/services offered by Gualapack and/or Affiliates. As a rule, no special category data is processed unless it is strictly necessary (art. 9 GDPR).

### 3. Lawful bases for data processing

Personal data provided to Gualapack will be processed for the following purposes:

- a) to respond to any potential Customers and Suppliers' queries for information, quotes, products, marketing and customer service for which the data processing is required by e-mail, telephone call, sms or other equivalent forms of electronic or paper communication;
- b) to execute a pre-contractual agreement or contract and related communication;
- c) to evaluate a Supplier, based on specific EU certifications, regulations and directives;
- d) to manage relations with Customers and Suppliers for administrative, accounting, orders, shipping, invoicing, services, handling of any complaint and/or litigation cases;
- e) to record personal data in the Customer Relationship Management ("CRM") accessible to the Data Controller and Affiliates based on consent;
- f) to allow subscribing to newsletters and mailing lists;
- g) making phone calls, sending e-mails, regular mail, sms, newsletters, news alerts, mailings, commercial communications and/or advertising material on products or services offered by Gualapack and Affiliates, as well as satisfaction survey on the quality of services to Customers;
- h) to manage marketing and commercial profiling activities, statistical analysis and market research;
- i) to handle Clients/Suppliers/Partners on business visits at Gualapack's premises;
- j) to organize meeting room, exhibition venues bookings and any other services;
- k) to collect and process personal data at external events (including trade fairs and training courses, etc.);
- l) to exercise a legitimate interest as well as a right of the Data Controller (e.g. the protection of creditors' positions and the right to defense in court);
- m) to comply with obligations under laws, regulations and/or EU legislation, regulations and national laws as well as with public Authorities' measures, or by supervisory and controlling entities to which the Controller is subject to.
- n) to comply with the law, a judicial proceeding, court order, or other legal process or an order of an Authority.

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The lawful bases of the processing of personal data (art. 6.1 b, c, e GDPR) with Customers and Suppliers are:

- 1) establishing a business relation;
- 2) executing a contract;
- 3) securing expressed consent;
- 4) complying with a legal/contractual obligation;
- 5) pursuing a legitimate interest of the Data Controller.

Therefore, any refusal to provide mandatory data or revoke at any time a previously granted consent to Gualapack will result in the objective impossibility for the Controller to pursue the lawful data processing set forth in this information notice and continue the contract. Still where no obligation to provide personal data exists, any refusal might still prevent the execution of ancillary operations.

## 4. Processing Methods

As per art. 4.2 of the GDPR, personal information is processed by collection, recording, organization, storage, consultation, processing, modification, selection, extraction, comparison, use, interconnection, blocking, communication, cancellation and destruction of data. By law, related regulations and the Controller's internal provisions, personal data is processed either on paper, manually, electronically or with automated means to achieve the purposes for which it was collected and stored. To ensure data safekeeping and confidentiality the Controller implements adequate security and organizational measures to prevent any loss, illegal use or misuse of data, alteration as well as any unauthorized access, disclosure and deletion of personal information.

Data will be processed by the Controller's specially appointed and trained personnel (art. 29 of the GDPR), or by independent Data Controllers or externally appointed Data Processors (e.g. IT service suppliers for maintenance of the site, e-mailing systems' operators, carriers, etc.). Data subjects may at any given time:

- request to the Data Controller a full list of the appointed Data Processors to handle personal information;
- withdraw the consent granted by contacting the Data Controller, or via the unsubscribe button available on any e-mail communication from Gualapack;
- refuse to allow Gualapack to process their personal data or revoke their consent by contacting the Data Controller. The right to withdraw consent is not retroactive, hence any processing which took place before the consent is revoked will not become illegal on withdrawal.

## 5. Disclosure of personal data

Personal data are processed and stored by the Controller's but could be communicated or handled by Gualapack's Affiliates and third parties operating on behalf of the Data Controller and duly appointed who carry out certain business, technical, marketing, organizational activities on their behalf, such as:

- Service providers: professionals and advisors, consulting companies, law and notary firms, credit institutions, debt collection companies, insurance, business information and transportation companies, etc. As per applicable law, the Controller's contracted service providers are required to take appropriate security measures to protect users' personal information in line with Gualapack's policies and are not allowed to use personal information for their own purposes.
- Employees and consultants of the Data Controller, as well as those of any Data Processors responsible to carry out technical, development, managerial and administrative-accounting activities on behalf of the Controller.
- Affiliates and Business Partners: to disclose from time-to-time personal information for business purposes (including identification of potential customers and the possibility for such entities to share information with existing and potential clients about business offers, upcoming Gualapack's events and other new developments); and/or in case of extraordinary transactions for which they could be transferred or conferred to entitled third parties in their own right. Affiliates embrace the parent company and any other subsidiaries including those residing abroad, joint venture partners or other companies that Gualapack controls or are under common control, all of which are required to honor this Privacy Policy.
- Public and private entities including as a result of inspections or audits such as: Tax Authorities, Tax and Financial police, Judicial Authorities, Labor Inspectorate, Health and Social Security Authorities, Chamber of Commerce, etc.
- Authorities: to disclose data subject's personal information if required by law or by public authorities (e.g., a court or government agency) and entities that can access personal data by virtue of legal provision, including those residing abroad.

## 6. Data Retention

Personal Data shall be processed and stored for as long as required by the purpose they have been collected for. The retention period may vary significantly depending on: ends, the type of data processed, legal obligations, and retention times that may also be subject to third party processing terms. Thereafter, personal data will be retained

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and not further processed, as documented in the Data Processing Register. Personal data of Customers and Suppliers that are no longer needed, or for which there is no longer a legal basis for its retention, will be irreversibly anonymized, or deleted or de-indexed, or securely destroyed according to the Controller's rules. Gualapack retains the data provided, as follows:

- until consent is withdrawn and, in any case, no longer than 24 months after the data subject last expression of interest in Gualapack's products/services for marketing purposes (point 3.h);
- to the extent necessary to resolve any Customer disputes and defend against any potential liability for the provision of services and products;
- up to 24 months after collection for profiling purposes (point 3.h) and customers' database entry and relationship management (CRM);
- until the data subject revokes consent and wishes to no longer receive further communications (opt-out);
- for 10 years from the collection of personal information necessary for administrative-accounting and fiscal purposes, (point 3.e), for purchase orders, quotation and production management, service and maintenance, shipping, invoicing, additional services, complaining and litigation management: 10 years as established by Law by the provisions of art. 2220 of the Italian Civil Code, without prejudice to any delayed fees' payment of fees that would justify an extension.

## **7. Personal Data Security and cross-border Transfer**

Gualapack implements appropriate security measures and organizational safeguards to guarantee the protection, security, integrity and accessibility to the user's personal data, which are stored on protected IT systems (or securely archived hard copies), or on those of the Data Controller's suppliers, and are accessible and usable according to its own security standards and policies (or equivalent standards for suppliers). Access to all personal information is restricted and limited to a few authorized and trained personnel on a need-to-know basis. The servers are located within the European Economic Area (EEA). Data processing will take place primarily in Italy and within the EU, but it may be carried out in countries outside the EU and EEA or by an international organization should this be considered useful to pursue the ends more effectively and with safeguards in place in favor of the individuals concerned in compliance with relevant laws and regulations (artt. 45-49 GDPR).

## **8. Users' Rights**

Users may exercise their rights at any time (art. 15 et seq. GDPR) by sending an e-mail to the address [privacy@gualapack.com](mailto:privacy@gualapack.com), or by ordinary mail to Guala Pack S.p.A. via Carlo Mussa n. 266 – 15073 Castellazzo Bormida (Alessandria) – Italy. Users have also the right to lodge a complaint with a DPA, if deem that the processing of their personal data is in breach of the provisions of the "Privacy laws".

### *Legal Notice Update*

This website Privacy Policy is valid as of 02/09/2024 and is subject to changes, corrections and updates; users are therefore invited to check its content regularly.

### *Additional information on local processing and privacy laws*

This Privacy Policy for Customers and Suppliers has been conceived according to the EU and Italian data protection legislation, as Gualapack's HQ has its registered office in Italy. For further information on the processing of Personal Data by Gualapack according to the privacy protection laws in force in a state other than Italy, please contact [privacy@gualapack.com](mailto:privacy@gualapack.com).