

CUSTOMER PRIVACY NOTICE

Pursuant to Article 13 of Regulation (EU) 2016/679 (GDPR)

I.DE.L. S.r.l.

Version: 1.0 – Rev.00

Issue Date: July 2026

1. Introduction

The trust of its customers represents a fundamental value for **I.DE.L. S.r.l.**

For this reason, the Company is committed to processing personal data with the utmost fairness, transparency and confidentiality, adopting all appropriate organisational and technical measures necessary to ensure that such data are processed in compliance with the applicable data protection legislation.

This Privacy Notice describes the manner in which the personal data of natural persons acting on behalf of customers, individual customers and prospective customers are processed within the context of the commercial relationships established with the Company.

2. Data Controller

The **Data Controller** responsible for the processing of personal data is:

I.DE.L. S.r.l.

Via G. Matteotti No. 1992

51036 Larciano (PT)

Italy

VAT No. 02337690461

Telephone: +39 0573 83355

E-mail: **info@idel.it**

Certified E-mail (PEC): **idel.srl@pec.it**

The Company has not appointed a **Data Protection Officer (DPO)**, as the conditions set out in **Article 37 of Regulation (EU) 2016/679 (GDPR)** do not apply to its organisation.

3. Categories of Personal Data Processed

In the course of its ordinary business activities, **I.DE.L. S.r.l.** processes exclusively the personal data necessary for the proper management of its commercial relationships.

Such data may include, without limitation:

- identification data relating to the customer or the customer's representatives;

- contact details (postal address, telephone number, e-mail address and Certified E-mail (PEC));
- tax and administrative information;
- bank account details used for payment transactions;
- personal data contained in commercial correspondence;
- information relating to orders, supplies, deliveries and invoicing.

The Company does not collect or process **special categories of personal data**, except where such processing is required by law or where such data are voluntarily disclosed by the data subject.

4. Purposes of the Processing

Personal data are processed exclusively for purposes directly connected with the establishment, management and performance of the commercial relationship.

In particular, personal data are processed in order to:

- prepare quotations and commercial offers;
- manage customer orders;
- plan production activities and deliveries;
- issue delivery notes and invoices;
- manage payments and administrative procedures;
- provide customer support and assistance;
- comply with obligations arising under civil, tax and accounting legislation;
- protect the Company's rights in the event of disputes or debt recovery proceedings.

Personal data are **not** processed for profiling activities or for direct marketing purposes, unless the data subject has provided specific consent in relation to services that may be introduced in the future.

5. Legal Basis for the Processing

The processing of personal data is primarily based on the performance of a contract or on the implementation of pre-contractual measures requested by the customer.

In addition, certain processing activities are necessary to comply with legal obligations applicable to the Company or to pursue the Company's **legitimate interests** in the proper management of its business, while always respecting the rights and fundamental freedoms of the data subjects.

Accordingly, the provision of the personal data required for the management of the commercial relationship constitutes a necessary prerequisite for the establishment and continuation of that relationship.

6. Methods of Processing

Personal data are processed by both paper-based and electronic means in accordance with the principles of **lawfulness, fairness, transparency, data minimisation and security**.

Access to personal data is restricted exclusively to authorised personnel whose duties require such access and to third parties who, on behalf of the Company, provide administrative, information technology, tax or other services directly related to the purposes of the processing.

All persons involved process personal data in accordance with the instructions provided by the **Data Controller** and are subject to appropriate confidentiality obligations as required by the applicable data protection legislation.

7. Disclosure of Personal Data

To ensure the proper management of its business activities, certain personal data may be disclosed, to the extent strictly necessary for the purposes described above, to the following categories of recipients:

- banking institutions;
- tax, accounting and legal advisers;
- freight forwarders, couriers and transport service providers;
- information technology service providers;
- public authorities and competent governmental bodies where disclosure is required by law.

Personal data are disclosed only to the extent necessary for the performance of the respective services or for compliance with applicable legal obligations.

Personal data are **not** disclosed to the public.

8. Data Retention Period

Personal data are retained for the entire duration of the commercial relationship and, thereafter, for the period necessary to comply with the retention obligations established by applicable civil, tax and accounting legislation.

Upon expiry of the applicable retention periods, personal data will be securely erased or irreversibly anonymised, unless their continued retention is necessary for the establishment, exercise or defence of the Company's legal claims or to comply with specific legal obligations.

9. Rights of Data Subjects

In accordance with **Articles 15 et seq. of Regulation (EU) 2016/679 (GDPR)**, data subjects may exercise, at any time, the rights granted by the applicable data protection legislation.

In particular, data subjects have the right to:

- obtain confirmation as to whether personal data concerning them are being processed;
- access their personal data;
- request the rectification of inaccurate or incomplete personal data;
- request the erasure of personal data where the applicable legal conditions are met;
- obtain the restriction of processing in the circumstances provided for by law;
- object to the processing of personal data where permitted by the applicable legislation;
- receive their personal data in a structured, commonly used and machine-readable format where the right to data portability applies.

Where data subjects believe that the processing of their personal data infringes the applicable data protection legislation, they are also entitled to lodge a complaint with the **Italian Data Protection Authority (Garante per la Protezione dei Dati Personali)**.

10. Exercising Data Subject Rights

For any request relating to the processing of personal data or to exercise any of the rights granted under the **General Data Protection Regulation (GDPR)**, data subjects may contact **I.DE.L. S.r.l.** using the following contact details:

I.DE.L. S.r.l.

Via G. Matteotti No. 1992

51036 Larciano (PT)

Italy

Telephone: +39 0573 83355

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The Company will respond to all requests within the time limits and in accordance with the procedures established by **Regulation (EU) 2016/679 (GDPR)**.

11. Updates to this Privacy Notice

I.DE.L. S.r.l. reserves the right to amend or update this Privacy Notice whenever necessary to reflect changes in applicable legislation, organisational requirements, technological developments, or any other circumstances affecting the processing of personal data.

The version published by the Company and made available to data subjects shall always constitute the current and applicable version of this Privacy Notice.

Data subjects are therefore encouraged to review this Privacy Notice periodically in order to remain informed of any amendments or updates.

Document Information

Document: Customer Privacy Notice

Legal Reference: Article 13 of Regulation (EU) 2016/679 (GDPR)

Data Controller: I.DE.L. S.r.l.

Version: 1.0

Revision: Rev.00

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Last Updated: July 2026