

INFORMATION ON THE PROCESSING OF PERSONAL DATA UNDER REGULATION (EU) 2016/679 ("GDPR")

To ensure that the processing is carried out in accordance with the Regulation, the Italian Trade Agency (hereinafter ITA), as the Data Controller, provides the following information under Article 13 of the Regulation, highlighting information concerning the processing of personal data.

Data Controller and Data Protection Officer

The Data Controller of your data is ICE - Agency for the promotion abroad and internationalization of Italian companies, with registered office at Via Liszt, 21 – 00144 Rome, Tel. 06 59921 (hereinafter "ITA" or "Italian Trade Agency" or also "Data Controller"). The Data Protection Officer (DPO), appointed by the Data Controller to perform the functions provided by the European regulation on the protection of personal data, can be reached at the email address: privacy@ice.it

Purpose of Processing and Legal Basis

We use your personal data for the purpose of customer satisfaction measurement solely for the completion of the questionnaire and to measure the level of satisfaction of the services provided by ITA - Italian Trade Agency. The processing is based on the following legal bases: (i) the processing is necessary for the exercise of activities of public interest carried out by the Data Controller under Art. 6 para. 1 letter "e".

Data Processor

In carrying out its activities, the Italian Trade Agency, where necessary, reserves the right to communicate your data to third parties who will assume the status of Data Processors. You have the right to request the complete list of third parties by writing to privacy@ice.it

Method of Processing

The Italian Trade Agency processes personal data in compliance with the principles set out in the Regulation, binding the processing to the principles of correctness, lawfulness, and transparency, for explicit and legitimate purposes related to legal obligations, institutional purposes, and administrative activities instrumental to them. Only adequate, relevant, and limited personal data are processed in relation to the purposes for which they are collected and processed. The data is processed by adequately trained Italian Trade Agency staff, who operate as authorized personnel for data processing, or by any persons authorized for occasional maintenance operations of the systems, applications, and data necessary for portal services. The processing takes place in a manner that ensures adequate security of personal data, using automated tools, including confidentiality and protection, through technical and organizational measures aimed at preventing data loss, unlawful or incorrect uses, and unauthorized access. The data will not be used for different and further purposes than those described in this information, unless informing you in advance.

Mandatory Data

For the purpose of customer satisfaction measurement, your personal data is processed solely for the completion of the questionnaire and to measure the level of satisfaction of the services provided by ITA - Italian Trade Agency. Within the limits of the purposes and methods described in this information, the following categories of data may be processed, such as personal identifiers (e.g., name, surname, tax code), telephone contacts, email addresses. Your personal data will also be managed through online software or cloud services, located within the European Union, in compliance with the rights and guarantees provided by the General Data Protection Regulation (EU) 2016/679 (GDPR). Service data such as information related to the telematic traffic of audio and video conferencing services for event participation management will also be processed. Your data may be transferred to other subjects solely for the purpose of fulfilling tasks of public interest and specific legal obligations.

Data Retention Period

The mandatory personal data will be stored for a period of time not exceeding the achievement of the purposes or based on the deadlines set by law. They may be stored for longer periods provided they are processed exclusively for the purposes of archiving in the public interest, scientific and historical research, or for statistical purposes, subject to the implementation of adequate technical and organizational measures required by this Regulation to protect the rights and freedoms of the data subject.



CUSTOMER SATISFACTION

Rights of the Data Subject

We also remind you that you can exercise at any time the rights under Article 15 et seq. of Reg. EU 2016/679. For any information, you can contact the Data Controller: ITA - Italian Trade Agency, Via Liszt 21, 00144 Rome, or the person responsible for the organizing office of the initiative reported in this communication from the Rome office, or the Data Protection Officer at the following email address: privacy@ice.it.

This information may be supplemented with further indications, also in consideration of regulatory changes and/or measures by the European Data Protection Board (EDPB) and the National Guarantor Authority. The updated version of the information is always available online at the address: <https://www.ice.it/en/privacy>.