

PRIVACY NOTICE – CONTACT CENTER ACTIVITIES

This information is issued by **doValue S.p.A.**, in its capacity as parent company, and by the companies belonging to the doValue Group (hereinafter jointly referred to as the "doValue Group"), each in its capacity as independent data controller.

1. Identity and contact details of the Data Controller (the "Controller").

The Data Controller is **doValue S.p.A. and the companies of the doValue Group**, which can be contacted:

- by traditional mail to the address "doValue S.p.A. - viale del Commercio, 47 (37135) Verona";
- by e-mail to dovalue.pec@actaliscertymail.it.

2. Contact details of the data protection officer (the "DPO").

The DPO can be contacted at the e-mail address dpo@dovalue.it.

3. Categories of Data and the source from which they originate.

Data may include:

- Identification data (name, surname);
- Contact data (telephone number, e-mail);
- Information provided by the Data Subject during the call;
- Any additional data (ex novo) relating to the contractual and/or debit position (if relevant).

4. Categories of data subjects

Interested parties include:

- Debtors, for any reason, of the Data Controller's customers.

5. Purpose and legal basis of the Processing and nature of the provision of Data.

The Processing is carried out in relation to the management of in-bound calls for customer service carried out by a third-party provider on behalf of the Data Controller (legal basis: execution of a service contract)

6. Recipients of the Data.

The Data may be communicated by doValue to:

- Contact center service providers;
- Public authorities, if required by law, other companies in the business group to which they belong for administrative-accounting reasons.

Data will not be transferred outside the European Economic Area.

6. Data retention period.

The data will be stored for the time necessary to manage the request and, where applicable, for the terms provided for by the legislation (e.g. accounting and tax obligations).

7. Automated decision-making.

The Data will not be used as part of automated decision-making.

8. Rights of Data Subjects.

The data subject may exercise the rights of access, rectification, cancellation, limitation, opposition and portability of data, as well as lodge a complaint with the Data Protection Authority.

doValue S.p.A.

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