

# Privacy Information

## Customer Service

*In accordance with the provisions of the General Data Protection Regulation No. 679/2016 ('GDPR') and applicable national legislation (together, the 'Privacy Policy')*

Dear Customer,

Autogrill Italia S.p.A. ('Autogrill') Company belonging to Avolta Group, in its capacity as data controller ('Data Controller') informs you that your personal data are processed with and without the aid of electronic instruments, according to logics and procedures consistent with the purposes indicated below and in compliance with the GDPR, including confidentiality and security profiles.

### **1. Purpose of the processing and consequences in case of refusal**

Autogrill collects the personal data that you provide upon receiving your report to the 'Customer Service' Department. In particular, in order to use the service it is necessary for you to provide your first and last name, your telephone number and your e-mail address where Autogrill may contact you.

#### **a) Purposes necessary to manage customer relations**

AT processes your personal data to allow you to use the "Customer Service" which allows our customers to submit reports and/or complaints concerning the service offered by Autogrill, as well as to fulfill the related legal obligations

For the above-mentioned purposes, providing data is necessary and any refusal may prevent you from using the Service.

### **2. Legal bases for processing**

Autogrill will effect the processing of your personal data on the following legal bases

- your consent
- compliance with legal obligations
- Autogrill's legitimate interests

### **3. Disclosure of your personal information to third parties**

Personal data are accessible to our duly authorised staff (e.g. staff in CRM, Retail, IT functions) on a need-to-know basis and is disclosed to third parties in the following circumstances (i) when communication is required by applicable laws and regulations with respect to legitimate third party recipients, such as authorities and public bodies for their respective institutional purposes, e.g. anti-

money laundering legislation, judicial authorities; (ii) communication to third parties in the event of extraordinary transactions (e.g. mergers, acquisitions, business transfers, etc.).

Your personal data may also be shared with our service providers, e.g. for services of a technical and organisational nature that are functional to the above-mentioned purposes. We will only provide such parties with the information they need to perform the agreed services, and they will act as data processors on the basis of Autogrill's instructions. It is understood that Autogrill does not disclose your personal data to third parties for marketing or profiling purposes.

Futhermore, Autogrill may disclose your personal data to professionals, consultants, also in aggregate form, any third party suppliers of technical and functional services for the above purposes, other parent companies, subsidiaries or in any case belonging to Avolta Group. Due to the multinational nature of the Avolta Group, some of the recipient companies and other companies in the Group may be based abroad, even outside the European Union, in countries that do not guarantee a level of protection of personal data equivalent to that provided for by the Privacy Regulations. Autogrill will take all necessary measures to ensure that the transfer of data outside the EU is adequately protected in accordance with applicable data protection legislation, in compliance with current international regulations and agreements, and will adopt appropriate measures for the lawful transfer of data (e.g. by implementing Standard Contractual Clauses approved by the European Commission).

#### **4. Retention of personal data**

Your personal data will be treated t by Autogrill for the time strictly necessary to pursue the purposes for which your personal data was collected, i.e. for the time necessary to collect your report and provide you with any feedback, as well as to comply with applicable legal and regulatory obligations.

The data will be deleted or permanently anonymised when the above-mentioned purposes are fulfilled, unless Autogrill is required to keep the data for a longer period of time in order to comply with legal or regulatory obligations.

#### **5. Data Controller and Data Protection Officer**

The Data Controller is Autogrill Italia S.p.A., with registered office in Novara, via Greppi 2 and secondary office at Centro Direzionale Milanofiori, Strada 5 - Palazzo Z, 20089 Rozzano (MI). You may contact the Data Protection Officer (DPO) at any time at the following email address: [dpo@autogrill.net](mailto:dpo@autogrill.net).

#### **6. Your rights**

You may contact the Data Controller or the Data Protection Officer at the above-mentioned addresses to obtain an up-to-date list of our External Data Processors, of the entities to which the data is disclosed and to exercise at any time the rights set forth in Art. 15 ff. of the GDPR, e.g. to

obtain confirmation of the existence or otherwise of your data, to verify its content, origin and accuracy, to request its integration, updating, rectification, deletion, anonymisation, to request data portability, to request the restriction of processing, to object to processing for legitimate reasons, e.g. to object to marketing activities. You have the right to revoke your consent at any time, as well as to lodge a petition with the Data Protection Authority (Garante per la Protezione dei Dati Personali).