Total ERP S.r.l.
Via I Maggio 4
25055 Pisogne (BS)
PI e CF: 04335950988

CUSTOMER INFORMATION

Information on the processing of personal data pursuant to art. 13 and 14 of EU Regulation 679/2016

We hereby inform you that, pursuant to art. 13 and 14 of EU Regulation 679/2016 (hereinafter referred to as the 'GDPR'), your data will be processed as follows, in compliance with the principles of correctness, lawfulness, transparency and protection of your privacy and your rights.

Data Controller (who decides how and why your data is processed)	The Data Controller is **TOTAL ERP S.r.l.** Via I Maggio 4, 25055 Pisogne (BS), PI e CF: 04335950988 Telefono: 0364 191 6054 - Email: info@totalerp.it
Purpose of the processing (what is the purpose of the data processing)	1. Perform the contract 2. Plan and manage the activities related to the services covered by the supply contract 3. To comply with accounting and legislative obligations
Legal basis of the processing and nature of the provision	The processing of personal data for the purposes referred to in points 1), 2) are necessary for the performance of the contract (art.6, par 1, lett. b) of the GDPR). The processing of personal data for the purposes referred to in point 3) is necessary to comply with legal obligations (art.6, par 1, lett. c) of the GDPR). The provision of data is mandatory with reference to these purposes and failure to provide it will make it impossible to provide the services requested.
Recipients (Subjects to whom the data may be communicated)	In addition to the Data Controller, other parties involved in the organization (personnel in charge, management) or external parties (consultants and freelancers - who may process data/information also in their capacity as authorized to process, banks/credit institutions, public bodies - e.g. Revenue Agency, third-party technical service providers such as cloud services, hosting providers, IT companies, system administrators), also appointed, if necessary, Data Processors by the Data Controller. The updated list of Data Processors can always be requested from the Data Controller by e-mail. Some supplies may involve technology partners, who may have access to personal data or collect personal data. Such collection will be exclusively for the purpose of executing the contract. The technological partners receiving the data are subscribers to a joint controllership agreement pursuant to Article 26 of the GDPR, which is made available to the data subject who may request it from the Data Controller at the contact details indicated in this document.
Diffusion	Your personal data will not be disseminated. For information and image purposes, in compliance with the principle of professional fairness and loyalty, we reserve the right to use the customer's logo to be published on the institutional website of Total ERP S.r.l. as well as on other online channels of the company.
Data transfer abroad	The transfer of your data to countries outside the European Economic Area (EEA) may take place by cloud service providers (such as, by way of example, hosting provider of virtual servers for the development of services and telecommunications, manager of e-mail servers/digital documentation archiving) used by the data controller for the management of activities for the purposes described above. In this case, the transfer of personal data is guaranteed by adequacy decisions of the Third Country or regulated by agreements based on the standard contractual clauses adopted by the European Commission or other measure in accordance with the provisions of the GDPR. For any information on this point, you can contact us at the contact details found in this policy.
Retention period	We would like to point out that, in compliance with the principles of lawfulness, limitation and minimisation of data, pursuant to Article 5 of the GDPR, the retention period of your data is established: - until the end of the contract; - up to the time required for the storage of accounting records (art.2220 of the Italian Civil Code).

RIGHTS OF THE DATA SUBJECT

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CUSTOMER INFORMATION



Rights

The data subject to whom the processed personal data refers may exercise the rights guaranteed by Articles 15 to 21 of the GDPR by contacting the data controller or the Data Protection Officer at the contact details indicated in this policy.

In particular, you have the right, in the cases provided for by the law, to:

a) obtain confirmation as to whether or not personal data concerning you is being processed, as well as obtain free access to and/or a copy of your personal data subject to processing, indicating all the aspects relevant to the processing provided for by the GDPR;

b) obtain the rectification of inaccurate data or the integration of incomplete data;

c) obtain the deletion of data concerning him if the conditions set out in Article 17.1 GDPR are met (e.g. if they are no longer necessary for the processing and there is no obligation to store such data);

d) obtain the limitation of the processing of data concerning him/her in the event that the conditions referred to in Article 18.1 GDPR are met, whereby the data will only be stored by the data controller for certain specific cases;

e) receive the personal data provided to a data processing provider in a structured, commonly used and machine-readable format; transmit such data to another controller without hindrance from the controller to whom they have been provided if the processing is carried out by automated means and is based either on consent or on the performance of a contract;

f) object, in whole or in part, to the processing of personal data concerning you, even if pertinent to the purposes of the collection, for legitimate reasons, or to revoke, in whole or in part, your consent, where necessary.

COMPLAINT TO THE SUPERVISORY AUTHORITY

The data subject has the right to lodge a complaint with a supervisory authority.
The supervisory authority for Italy is the Italian Data Protection Authority (www.garanteprivacy.it).