



PRIVACY NOTICE REGARDING THE PROCESSING OF PERSONAL DATA (CHATBOT)

Data Controller

Italtergi S.r.l., Via Fusari, 34/36 -26845 - Codogno (Lo) who may also be reached by calling the number 0377 31751 or by email at info@italtergi.com (hereinafter also referred to as the "Controller").

Purpose of the Processing

The personal data collected by the Controller through the chatbot solution will be processed solely for the purpose of handling your requests and providing assistance or information. This processing is carried out in order to take steps at the request of the data subject prior to entering into a contract.

Recipients

The data collected will not be disclosed, sold, or exchanged with third parties without your explicit consent, except for limited communications that may be necessary to fulfill your request.

Transfer of Data Outside the EU

Your data will not be transferred to countries outside the European Union. Should it become necessary in the future to transfer data to non-EU countries or international organizations, all the provisions of Chapter V of Regulation (EU) 2016/679 will be complied with to ensure an adequate level of protection.

Data Retention Period

The data you provide will be stored for no longer than two years from the last contact or active correspondence and, in any case, no longer than until your possible request for deletion.

Landbot Service

The chat service is provided through the Landbot platform (Judo Apps, S.L., Spain), which acts as a data processor on behalf of the Controller.

For more information on how Landbot manages data, please refer to <https://landbot.io/privacy-policy>.

Data Subject Rights

You may at any time request detailed information regarding the processing of your data, as well as exercise your rights of access, rectification, erasure, objection, and restriction by contacting the Controller using the contact details provided at the beginning of this notice.

Right to Lodge a Complaint

If you believe that the processing of your personal data infringes Regulation (EU) 2016/679 (GDPR), you have the right to lodge a complaint with the Italian Data Protection Authority (Garante per la Protezione dei Dati Personali) — www.garanteprivacy.it

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