

FURLA

SINCE 1927 ITALY

PRIVACY NOTICE “SHOPPING FROM HOME”

This privacy policy explains how Furla S.p.A., a company established under Italian law, with registered office in Via Bellaria 3/5, 40068 San Lazzaro di Savena (Bologna) Italy, processes your personal data in accordance with European Regulation 2016/679 (“**GDPR**”) and with the local data protection regulations applicable in your country, territory or location for the purpose to improve your purchasing experience and provide you with an assistance service for purchases made outside the commercial premises at Furla stores and Furla Outlets carrying out the service *shopping from home* (hereinafter, individually, the “**Point of sale**”).

Before making a purchase through the service *shopping from home* (hereinafter, the “**Service**”), we invite you to read this document carefully to understand how Furla S.p.A. processes your personal data.

a) When do we collect personal data?

We collect personal information about you when: (i) you reach the Point of Sale at the contact details dedicated to the Service (telephone, WhatsApp account, e-mail) to request information on the availability of products, on the methods of purchase and/or the product delivery, (ii) you make a purchase through the Service and (iii) you ask for after-sales assistance on your purchase.

b) Who controls your personal data?

The data controller is Furla S.p.A. with registered office in Via Bellaria 3/5, 40068 San Lazzaro di Savena (Bologna), Italy (“**Furla**”).

For all matters relating to the processing of your personal data and the exercise of your rights under the GDPR, you may contact Ms. Eufemia Marvulli, the Data Protection Officer at Furla S.p.A., Via San Raffaele, 5 -20121 Milan (Italy), e-mail address: dpo@furla.com

c) What are the personal data we collect, the purposes and the legal foundations for data processing?

If you contact the Point of Sale for information about our products or the purchase procedure through the Service (including payment methods, shipments and returns), depending on the contact channel you have chosen, we will be able to collect your *shipping address, e-mail, phone number*, information on your *account WhatsApp* (including your profile photo, if any).

If you make a purchase through the Service we also may collect the following information needed to process your purchase order and to eventually provide you, upon request, with our after-sales assistance services: *name, surname, correspondence* with the Point of Sale that contains data relating to your purchase (including shipping data, payment and billing data, if you request an electronic invoice).

Such a personal data (that are necessary to hold an exchange of correspondence with you and to allow you to make a purchase through the Service) shall be processed by Furla based on the following legal foundations and for the following purposes:

1. to fulfil OBLIGATIONS strictly CONNECTED TO THE PURCHASE of a product or the supply of a SERVICE related to the purchase (**performance of a contract to which you are a party**). In particular:
 - to answer your questions and to provide you with information on the availability of the products of your interest, on the Service and on payment and delivery methods (such as, for example, home delivery or pick-up in store), as well as information about Furla returns policy and after-sales support;
 - to process your purchase order and to provide you with the after-sales support.
2. to fulfil the LEGAL OBLIGATIONS to which Furla is subject, for instance, obligations regarding product liability or product warranty and other obligations deriving from investigations or instructions

provided by authorities, tax-related obligations, contribution and consumer law obligations (**fulfilment of a legal obligation**);

3. in case of DISPUTE arising from the performance of the contract (**legitimate interest of the controller in case of dispute**);

Furla will not process personal data collected as part of the Service for marketing and profiling activities.

d) How do we process and protect your personal data?

Your personal data are processed by electronic means and are protected with adequate security, technical and organizational measures. Furla's employees in charge of processing your personal data acts on the basis of specific instructions provided by the data controller, concerning the purposes and methods of the processing.

e) How long do we keep your personal data?

If you contact the Point of Sale only to request information about our products and / or the purchase procedure through the Service, we will retain your *contact details* (at the customer's choice: e-mail address, telephone number, data relating to your WhatsApp account) and your *correspondence* with the Point of Sale only for the time strictly necessary to reply to your request. Your personal data will be deleted within seven (7) working days from the management of your request.

If, instead, you make a purchase through the Service, personal data collected to fulfill a legal obligation, to execute the contract and for legal defense needs will be stored for no longer than it is necessary to fulfill the obligations and to pursue the purposes (for example, for 10 years, for accounting and tx-related purposes) and, in case of dispute, for a period not exceeding the period necessary for such purposes to be completed and, in any case, not exceeding the statutory limitation periods, after which it will be destroyed or rendered anonymous. If you request the issuance of an electronic invoice on your purchase, the data collected to fulfill the legal obligations relating to electronic invoicing will be stored by Furla for a period not exceeding (2) two months, after which they will be destroyed or anonymised.

f) How do we share the personal data collected?

Furla shall not disseminate, transfer and/or communicate your personal data to third parties who have not been appointed as data processors; with the exception of external suppliers, who provide consultancy services that require a large degree of operational autonomy and Public Authorities that may require access to the data and will process your personal data as independent data controllers.

Your data may be shared within the EEA to specialized companies carrying out technical and organizational tasks necessary to manage relations with customers on behalf of Furla as data processors. These include companies that provide technical assistance, payment, shipping and storage services for the purchase of products.

The data you provide online, like your credit card details, will be processed exclusively by external suppliers acting as independent data controllers or data processors on behalf of Furla, according to the service offered.

You can request the list of data processors appointed by Furla by sending an email to: privacy@furla.com

g) Your Privacy Rights

The GDPR grants you the right to:

- obtain confirmation of the storage of your personal data (right to access);
- request Furla to have your personal data rectified;
- request that your personal data is erased;
- request that Furla limits the processing of your personal data;

- oppose the processing of your personal data (for marketing and data profiling purposes, such right may be exercised at any time);
- request the portability of your personal data in a structured and machine-readable format and transmit it to another Internet Service Provider;
- oppose being subject to a decision making solely based on automated data processing producing legal effects on the data subject, recalling the always available possibility to rely on the assistance of one of our employees;
- withdraw the consent previously given (in any case, this shall not prejudice the legitimacy of data processing prior to your consent withdrawal).

You have also the right to lodge a complaint with the Data Protection Authority and/or other competent supervisory authority if you believe that your personal data have been processed in violation of the Privacy Regulations.

To exercise these rights, you may contact Furla by sending a request to the following e-mail address: privacy@furla.com

With regard to any matter relating to the processing of your personal data and the exercise of your rights under the GDPR, you may contact Dr.ssa Eufemia Marvulli, the Data Protection Officer at Furla S.p.A., Via San Raffaele, 5 -20121 Milan (Italy), e-mail address: dpo@furla.com

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