

PRIVACY POLICY

PURSUANT TO ARTICLE 13 OF REGULATION (EU) No. 679/2016 ("GDPR")

This Policy describes which of your personal data are collected by CANÈ S.p.A. (referred to in this policy using "we" or "CANÈ S.p.A.") when you request assistance with products manufactured or distributed by CANÈ S.p.A. Below you will also find the information necessary to exercise your rights under the GDPR.

1. Who processes your data? – The Data Controller

CANÈ S.p.A., with registered office in via Cuorgnè 42/a – 10098 Rivoli (TO) – Italy, is the data controller of your personal data processed in order to fulfil your requests for assistance on products manufactured or distributed by CANÈ S.p.A.

2. What data do we use? – Type of data processed

When you request information or assistance regarding products manufactured or distributed by us, the fulfilment of your request includes the processing of your name, surname and telephone number and may require the processing of information that may – implicitly or indirectly – reveal your state of health by virtue of your interest in medical devices for the administration of drugs.

3. Where we collect Your data – Data collection methods

Directly from yourself. We collect data when you ask us a question via email or through other communication channels, in particular by telephone. If you do not share your data with us, we cannot process your requests.

4. Why and for how long do we retain your data? – Purpose and legal basis of processing – Data retention period

We retain your data to respond to your request for information or assistance on products made or distributed by CANÈ S.p.A. The legal basis for this processing is stated in Article 6, points b) and c) of European Regulation 679/2016 (GDPR) since it is, in particular, processing required for executing pre-contractual measures requested by you and/or a contract to which you are already a party (Article 6, point b) or processing necessary to fulfil a legal obligation binding on CANÈ S.p.A. (Article 6, point c). Therefore, your consent is not required. The retention period of your data is equal to the period necessary to process your request or to provide the assistance you have requested on the products made or distributed by CANÈ S.p.A.

Without your data, we cannot respond to your requests or provide the assistance you need.

To prevent or control unlawful conduct or to protect and enforce rights. For example, we may use your data to prevent or prosecute violations of our rights or those of third parties or other unlawful acts.

The legal basis for such processing is the legitimate interest of CANÈ S.p.A. to protect its rights and prevent unlawful acts. The retention period of your data is equal to the time reasonably necessary to uphold our rights from the moment we become aware of an unlawful act or its potential commission.

5. Where is your data processed? – Data transfer

We process and store data at the facilities of our providers in Italy.

6. With whom do we share your data? – Recipients of personal data

We share data with service providers. CANÈ S.p.A. uses third-party service providers (cloud, hosting, site navigation functionality) that act as data controllers under agreements compliant with Article 28 of the GDPR. These parties only acquire the personal data necessary to perform their duties. They may use this data only to perform these services on our behalf or to comply with the law. The updated list of third-party suppliers operating as data processors pursuant to Article 28 of the GDPR is available by request from privacy@canespa.it.

With judicial or administrative authorities.

If we believe we need to do so in order to comply with a court order or an authority, or to comply with legal obligations or in order to protect us or any third party judicially, we may disclose your data to the Judicial Authority or an Administrative Authority of the State or the European Union.

7. Your rights

In addition to managing your personal data processing preferences in accordance with procedures described in the previous paragraphs, you may contact CANÈ S.p.A. to request access to your personal data, its rectification, cancellation, or limitation, or to oppose its processing. You may also revoke your consent at any time (this will not affect the lawfulness of the processing performed before the revocation).

You have the right to file a complaint with the Guarantor Authority for the Protection of Personal Data and to ask the data controller, at any time, for information about the data processors and the persons authorised by the data controller to process your data. You can exercise your rights by contacting CANÈ S.p.A. via email at privacy@canespa.it or by writing to the above address.

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