



INFORMATION REGARDING THE PROTECTION OF PERSONAL DATA

pursuant to Articles 13 and 14 of EU Regulation 2016/679

regarding the use of the Telephone Switchboard based on Artificial Intelligence

DATA CONTROLLER

The Data Controller of the personal data collected and/or processed is DOSEURO S.r.l., Via Carducci 141 – 20093 Cologno Monzese (Mi), Tel. +39 02.27301324 - e-mail: privacy@fpz.com

PLACE OF DATA PROCESSING

The related processing takes place in Italy and, generally, Personal Data is not transferred or disclosed to Third Countries.

PURPOSE OF DATA PROCESSING

The personal data you provide is used to manage calls and communications.

CATEGORIES OF DATA SUBJECTS AND PERSONAL DATA PROCESSED

The personal data that may be processed by the Data Controller refers to the following subjects:

persons who make a call to the number **+39 0227301324**

(hereinafter, all referred to as the "**Data Subjects**" and individually as the "**Data Subject**").

The switchboard records the call and processes the following personal data:

- Contact details (name, surname, phone number, e-mail address)
- Data voluntarily provided by the user during the conversation
- The voice of the data subject

LEGAL BASIS FOR PROCESSING

The legal basis for the processing is the consent of the data subject (Art. 6 letter a of the GDPR)

DATA RETENTION PERIOD

The recording will be retained for 7 days, after which it will be deleted, except for any extensions due to company closures or holiday periods longer than 7 days.

RECIPIENTS OF PERSONAL DATA

For the purposes stated above and in compliance with the principles of necessity, relevance, and non-excessiveness, your Personal Data may be accessed by those authorized by the Data Controller (employees and collaborators). Furthermore, the Data Controller may communicate them to:

- external parties involved in the company process and used by the Data Controller for certain operational phases of this service (software development and support, hardware support and assistance).

The processed data will not be disclosed to other third parties.
The updated list of any External Data Processors is available by contacting the Data Controller.

PROCESSING METHODS

All tools used for processing are suitable to ensure the security and confidentiality of Personal Data and will be processed exclusively by authorized and specifically trained personnel.

RIGHTS OF THE DATA SUBJECT

The data subject has the right, where applicable, to exercise the rights provided by Articles 13 et seq. of the GDPR. In particular, the data subject may request:

- Access to their personal data (and/or a copy of such personal data), as well as further information on the processing being carried out;
- The rectification or updating of their personal data;
- The deletion of their personal data;
- The restriction of the processing of their personal data;
- Data portability, i.e., to obtain a structured, commonly used, and machine-readable format of their personal data or to request the transmission to another Data Controller.

The data subject also has the right to object to the processing of their personal data; to withdraw consent at any time where required; not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning them or significantly affects them similarly; to lodge a complaint under Art. 77 of the GDPR with the competent Authority.

CONTACT DETAILS OF THE DATA CONTROLLER

The Data Controller can be contacted via:

- E-Mail: privacy@fpz.com
- Ordinary mail: Via Carducci 141 – 20093 Cologno Monzese (Mi)