

INFORMATION ON THE PROCESSING OF DATA RELATED TO THE USE OF THE NIO ZEN PRODUCT

With this policy we would like to explain to you how we process your personal data in accordance with data protection legislation – GDPR 679/2016

1-Data controller:

EVVA Italia s.r.l.

Via Torricelli 8/A

31020 Villorba (TV)

tel: +39 0422-919192

email: infoitalia@evva.com

pec: postmaster@pec.evvaitalia.it

With the use of Nio Zen different data are saved on the server of Evva Italia s.r.l. and EVVA Sicherheitstechnologie GmbH. The servers are located within the European Union and comply with all security directives to ensure effective and safe operation.

In order to be able to use the products in accordance with the specific features of the product itself, from a technical point of view it is essential that EVVA collects, preserves and treats such data.

The data you make available are necessary for the execution of the contract or pre-contractual measures. In the absence of the same we cannot enter into or continue the contract with you.

2-Purpose of data processing:

We record and process your data only if this is technically necessary for the operation of our website and to allow you to make the best use of our services.

3-Data collected:

When you access our website, our servers automatically record all the technically necessary information (IP address, website of origin, pages of the site you visit, as

well as date and duration of the visit), without which it would not be possible to create a connection, ensure the operation of the site and the security of the system. The collected data is pseudonymized, so it is not possible to trace your identity. This data will not be related to other data sources.

We always collect personal data when contacting us through a form integrated into our website. What data is collected, it results from the form itself (name/company, corporate headquarters/address, contact details, order/invoicing data). The personal data that is collected will be stored in order to fulfill your requests. Mandatory data has been indicated by an asterisk. These data will be deleted as soon as it is no longer necessary to keep them, pursuant to art. 6, par. 1 GDPR. If the law provides for retention obligations, we will not delete the data, but limit its processing.

The data on the accesses transmitted and possibly pseudonomized in the context of the customer support service, are not to be considered personal data, this by virtue of the unprotected 1:1 relationship between the persons involved. In any case, this information is also treated in the same way as personal data.

All data is stored encrypted, except for those required as unencrypted text for customer service, orders, and billing.

As part of customer support, data transmitted or collected in clear form is stored in separate areas and is deleted at the conclusion of the related support ticket.

The personal data that you have voluntarily provided to us, are processed on the basis of your consent for the following purposes:

- ° customer support
- ° making available technical features

4-Cookie

We use cookies to facilitate the use of the website and remember the preferences of visitors, as well as to make available the technical features of the underlying

"content management system". Cookies are text files that are saved on the hard drive of the visitor's device to allow his identification when accessing the website again. It is possible to prevent the saving of cookies on your hard disk by configuring the appropriate settings in the browser. Cookies already saved can be deleted at any time. To clear saved cookies or prevent them from being saved, see your browser's guide. Failure to accept cookies may affect the user experience on our website.

The legal basis for the processing is given by Art. 6, par. 1, point f) GDPR.

5-Security:

The security of our website and other systems used is ensured through the adoption of technical and organizational measures to prevent the loss, destruction, modification or disclosure of user data by unauthorized persons or access by such persons to user data. We use 128/256-bit SSL encryption for data transmission. In order to ensure the functionality of the security systems used and to be able to discover, verify and defend ourselves from attacks after a period of time, we must necessarily have, even for up to one year, the pseudonymized data referred to in point 3 and this pursuant to Art. 6(1)(f) GDPR.

6- Deletion

We will delete or block personal data at your request or as soon as the purpose for which it was stored is missing. Please note that we may only delete data if there are no regulations that oppose deletion (p.es legal retention obligations). The data will also be deleted at the end of the retention period provided for by the legislation, unless it is necessary to continue the storage for the conclusion or execution of the contract.

All relevant data are technically deleted at the termination of the contractual relationship. The data collected in the context of communications with the technical assistance service are stored for 3 years, then deleted. Other data are kept in accordance with the relevant legislative provisions and anonymized at the end of the retention period.

7-Your rights

You have the right to access your personal data, to request its rectification, deletion or limitation of the processing, as well as the right to object to the processing of the same, if this does not affect the performance of the contract. To do this you just have to contact us. If you believe that the processing of your data violates data protection legislation or that your rights, in accordance with the same legislation, have been infringed, you can contact the data controller, at the addresses indicated in point 1. If no solution is found, you can contact the competent supervisory authority, specified below:

Italian Data Protection Authority

P.zza di Monte Citorio 121

00186 Rome

tel: +39 06 696771 / +39 06 696772917

www.garanteprivacy.it