

## Annex A2

### Information about the treatment of customer's personal data

In accordance with article 13 of D.Lgs. 196/2003, c.d. Privacy Code, Telecom Italia Sparkle S.p.A. ("TI Sparkle") would like to inform you about the treatment of your personal data in relation to the telecommunication services provided to you.

#### **1) Purposes for which the treatment of customer data is required**

Your personal data (including your traffic data), provided by you and/or acquired from third parties during our contractual relationship, shall be dealt with by TI Sparkle for the following purposes connected to the execution of the contract for the provision of the following services: **a)** provision of telecommunication services and other related services eventually requested; **b)** provision, installation and maintenance of lines, equipment and other products; **c)** invoicing of the services rendered and management of possible claims and litigations including possible recovery of credit, directly or through third parties; **d)** assignment of credit to authorized companies; **e)** information requested by authorized public entities.

Your personal data (including your traffic data) – recovered in accordance with point 2) below - could be used by TI Sparkle to defend its rights in any judicial seat. In this case your personal data will be dealt with only for these purposes and in any case for the time strictly necessary.

In addition, for the activation and the management of contracts, TI Sparkle will be able to acquire, through access to third parties' systems, information regarding your company. Such information will be used with the aim to verify your reliability and punctuality in payments. Also in this case your personal data will be only dealt with for these purposes and for the time strictly necessary and, in any case, for no longer than 7 days from the above mentioned consultation.

#### **2) Recovery of traffic data for purposes of invoicing, payment and services sale**

In accordance with art. 123 of the Privacy Code, your traffic data will be retained for a maximum period of six months for invoicing purposes and/or payment requests. Additional periods of recovery should be possible in case of claim as of its conclusion.

#### **3) Treatment of Personal Data**

The treatment of personal data (including traffic data) will be carried out manually and/or through software packages in order to always guarantee the confidentiality of such data.

#### **4) Holder, Responsible Persons and other staff in TI Sparkle in charge of managing your personal data.**

The holder of the treatment of your personal data is Telecom Italia Sparkle S.p.A., with its headquarters in Via Cristoforo Colombo 142 - 00147 Rome. You can find the list of Responsible Persons at [www.tisparkle.com](http://www.tisparkle.com). Your personal data will be dealt with by TI Sparkle's employees under the direct liability of the relevant Responsible Person. Each employee has detailed instructions to manage personal and traffic data in accordance with all applicable laws and in particular the Privacy Code.

#### **5) Third parties to which the data could be communicated.**

Treatment of your personal data could also be carried out by third parties, including other Companies belonging to the Telecom Italia Group, with headquarters in Italy and/or in other countries, to which TI Sparkle could entrust some of the activities described under point 1) above. In such cases the third party will be designated as Responsible for the treatment and will manage personal data under detailed instructions given by TI Sparkle in accordance with all applicable laws and in particular the Privacy Code with specific reference to the adoption of the minimal security measures in order to guarantee the confidentiality data security.

#### **6) Right of access to personal data and other rights in accordance with article 7 of the Privacy Code**

It is your right to access your data at all times and to exercise other rights in accordance with art. 7 of the Privacy Code, addressing your request to the Responsible Person for data treatment as indicated in previous point 4). In addition you can inquire about the origin of the personal data, request correction, updating or integration of any erroneous data or the deletion or blocking of any action in violation of the law.