

Privacy Notice

At Ilmed Servizi S.r.l., the processing of personal data of customers and prospective customers is carried out in accordance with Regulation (EU) 2016/679 (GDPR), as well as Article 130 of the Italian Privacy Code, as amended by Legislative Decree 101/2018. Accordingly, please be informed that such data processing is performed for the following purposes:

1. Managing the standard contractual relationship for the supply of goods and services;
2. Sending catalogs and other promotional material about products (considered a pre-contractual activity);
3. Managing and controlling risks, and preventing possible fraud, insolvency, or non-compliance;
4. Carrying out operations necessary for payment collection;
5. Preventing and managing potential legal disputes, including legal proceedings when necessary;
6. Managing accounting, administration, financial flows, and treasury;
7. Managing warehouse, logistics, and goods handling;
8. Sending technical, informational, and update documentation related to the purchased products or provided services;
9. Providing commercial services;
10. Managing offers and other commercial opportunities.

The common personal data used for the aforementioned purposes may be collected through:

- a) Requests for informational materials, offers, or quotations sent to our company or companies affiliated with us;
- b) Visits to the premises of our company or affiliated companies;
- c) Meetings at trade fairs, conferences, technical seminars, or product/service presentations;
- d) Previous purchases of products or use of services made through our websites, directly from us, through our sales agents, or companies belonging to our group;
- e) Direct and telephone contacts thereafter;
- f) Completion of forms available on our websites.

Providing personal data required for essential activities related to the sale of our products — including pre-contractual communications, promotions, contacts, order management and fulfillment, as well as administrative, accounting, customs, or tax compliance — is mandatory. Refusal to provide such data may result in the inability to initiate or continue the contractual relationship or fulfill legal obligations.

The above processing may be carried out both with paper-based tools and automated systems, either at the Data Controller's premises or at those of third parties who perform activities related to the above purposes and have been duly appointed as External Data Processors under appropriate agreements. For the purposes listed from 1 to 10, personal data will be retained for the period required by law.

Personal data will not be disseminated, i.e., they will not be disclosed to unspecified parties in any form, including by making them available or for mere consultation. However, they may be communicated to our employees, internal collaborators, and consultants. Additionally, data may be shared — to the extent strictly necessary — with parties who, for purposes related to the execution of the contractual relationship or the establishment of new business relations, must

provide us with goods and/or services on our behalf. Lastly, data may be disclosed to entities legally entitled to access them by virtue of legal, regulatory, or EU provisions.

Specifically, data may be communicated to:

- Other companies belonging to the Ilmed Group.

In accordance with applicable regulations, our employees and internal or external collaborators have been appointed as “data processing officers” based on their roles and job responsibilities.

Data subjects have the right to request from the Data Controller access to their personal data, rectification, erasure, restriction of processing, or object to processing. They also have the right to data portability and to withdraw consent at any time, as well as to exercise all other rights provided by the GDPR by simply contacting the Data Controller.

Data subjects may also lodge a complaint with the competent Supervisory Authority.

The Data Controller can be contacted at the following email address: **dpo@ilmed.it**