



**PROCEDURE FOR RESPONDING TO REQUESTS TO EXERCISE RIGHTS**  
**SUBMITTED BY INTERESTED PARTIES UNDER ARTICLES 15 TO 22**  
**AND 34 OF THE GDPR**

The present document provides the modalities which the subjects in charge of the treatment of the data by the Company Marzocchi Pompe S.p.a. or by this one specifically charged to manage the instances of exercise of the rights listed from the articles 15 to 22 and 34 of the GDPR by the interested parties, must follow in order to find them in the terms of law.

**1. Instructions valid for all types of requests and/or communications:**

**1.1. Tools for the acknowledgement of requests**

Marzocchi Pompe S.p.a. (hereinafter referred to as the "Company" or the "Data Controller") provides, first of all, that the requests can be delivered by the interested parties by means of a written notice sent by e-mail to [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com), indicated in the complete information made available to the interested parties.

This address will also be used for feedback (positive or negative) to the data subject. In fact, the reply to the interested party, unless otherwise indicated by the same, must be in writing and by electronic means.

In any case, requests received at addresses other than the one specifically indicated shall also be taken into consideration in order to guarantee the free and unconditional exercise of the rights of the person concerned. Pursuant to the express provisions of EU Regulation no. 679/2016 (GDPR), this dynamic must take place without formalities. This also applies in the event that the request is received by the suppliers of the Company that, involved in the treatment in question, have been designated as data processors or other entities designated by Marzocchi Pompe S.p.a. as data controllers.

## **1.2 Identification of the interested party**

It is requested that the person in charge of the management of the petitions, Patrizia Ghisellini - email [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com), for the exercise of the rights asks the interested party, regardless of the way in which the petition is presented, to enclose or otherwise provide a tax code or a document that allows recognition. Furthermore, in the event that the application is submitted through a third party who is linked to the interested party in various ways, it must be accompanied by a written proxy or other document attesting to their powers of representation. A special file accessible only to authorised personnel must keep track of the receipt of the documents or references required for recognition or authorisation. These documents or references must be kept only for the time necessary to verify identity or to verify any powers of representation.

## **1.3 Methods of submitting requests**

The request may also be formulated by the interested party orally and in this case it is noted briefly by the person in charge who receives it in a dedicated file. The person in charge shall document the date of receipt of the request by, for example, registering it and returning a copy of the same with the protocol number to the interested party, with express notice that it will be authentic between the parties who sign the request for this purpose, each in relation to their role as applicant and recipient. The person in charge who receives the request orally is obliged to point out to the applicant that in the event of an appeal (presented at the outcome of the response before the Guarantor Authority pursuant to Article 79 of the GDPR) it will be necessary to prove - also by documenting it in writing - that the request for access has been made.

For all circumstances, the Company makes available to the persons in charge of the processing (as well as to users who intend to submit a request for access to the data collected and used by the Data Controller) the model - which is hereby referred to in full - prepared for this purpose by the Supervisory Authority: MODEL for exercising personal data protection rights (attached to this document).

## **1.4 Acknowledgement procedures**

- 1.4.1 Any person not in charge who receives a request, even if made verbally, by the interested party shall promptly, and in any case within 3 working days, forward it to Mrs. Patrizia Ghisellini, email , the person in charge of handling the requests submitted by the interested parties, unless the request is received directly by the latter through the communication channels provided for this purpose. Patrizia Ghisellini, email [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com), the person in charge of handling the requests submitted by the interested parties, unless the

request is received directly by the latter through the communication channels set up for this purpose. This is because the unsuccessful and useless expiry of the 30 days - according to what is provided for by the GDPR - from the receipt of the request, without it being duly acknowledged, entails for the petitioner to appeal to the Guarantor Authority pursuant to and for the effects of art. 79 of the GDPR. This dynamic must also be replicated by the person in charge who should receive a request requiring a more specific assessment by the Privacy Contact, Patrizia Ghisellini, email [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com).

1.4.2 The person in charge of handling requests from interested parties shall assess, for each individual request received:

the need to extend the acknowledgement deadline by a further two months if necessary, depending on the complexity and number of requests received. If the assessment is positive, the person in charge shall inform, within 3 days from receipt of the request, the Privacy Contact Person at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com) who will decide on the basis of a second assessment. Once they have received a reply from the Privacy Officer, the persons in charge shall in any case inform the person concerned of the extension, and of the reasons for the delay, within one month of receipt of the request.

1.4.3 if the request is manifestly unfounded or excessive. If this assessment appears positive, the person in charge shall inform, within 3 days from receipt of the request, the Privacy Contact at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com) who will decide either to:

1. process the request
2. process the request, also requesting a contribution for that purpose;
3. refuse to process the request.

It should be noted that if the Privacy Officer informs the person concerned that he/she has chosen to refuse to reply to the request, the person in charge shall in any event always inform the person concerned of the reasons for non-compliance with the request and of the possibility of lodging a complaint with a supervisory authority as well as of lodging a judicial appeal, within one month of receipt of the request.

- a) if the request is made by a minor, or by a person with a medical condition which requires the use of plain language that the minor, or the person with a medical condition, can easily understand. In this case, feedback to the person concerned will be provided in language that is comprehensible and clear to that type of person.

The person in charge shall take care of following up the requested reply within the terms provided for by law, provided that the personal data subject of the request are still available to the Company.

In any event, if the person in charge should have to comply with a request submitted by the data subject with a negative outcome, he/she shall in any case provide him/her with feedback on the reasons for non-compliance with the request and inform him/her of the possibility of lodging a complaint before a supervisory authority and of lodging a judicial appeal, within one month from receipt of the request.

## **Further instructions for each type of request**

### **2.1 Request for access**

1.4.4 If the interested party requests access to his or her personal data, the entity in charge of this activity shall provide the interested party with the following information via the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com):

- confirmation as to whether or not personal data concerning him are being processed;
- list of personal data processed;
- purposes of processing;
- categories of personal data processed;
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular if recipients in third countries or international organisations;
- the appropriate safeguards pursuant to Article 46 of the GDPR in case of personal data transferred to a third country or an international organisation;
- the period of retention of personal data envisaged or the criteria used to determine that period;
- the existence of the data subject's right to request from the data controller the rectification or erasure of personal data or the restriction of the processing of personal data concerning him or her or to object to their processing;
- the right to lodge a complaint with a supervisory authority;
- where the data are not collected from the data subject, all available information as to their source;
- the existence (where applicable) of an automated decision-making process, including profiling, and meaningful information about the logic used, as well as the importance and expected consequences of such processing for the data subject.

## **2.2 Request for rectification**

2.2.1 If the interested party requests the rectification of inaccurate personal data concerning him/her, the person in charge of this activity shall:

- 1.4.5 communicate such request to the Privacy Referent at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com) within n.3 days of receipt of the request;
- a) identify the inaccurate personal data covered by the request;
  - b) limit the processing of the data if expressly requested by the data subject for the period necessary to verify the accuracy of such personal data in accordance with point 2.4 hereof.

2.2.2 Following approval of the request by the Privacy Contact, the person in charge of this activity shall:

- a) inform the data subject of the imminent revocation of the restriction of processing if processing has been restricted and revoke the restriction of processing of the personal data subject to the restriction;
- b) amend inaccurate personal data or supplement incomplete personal data. This action must be carried out for each medium containing the personal data subject to the request.
- c) to notify the data subject of the modification and/or integration by e-mail to [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com)
- d) notify each of the recipients to whom the personal data have been transmitted of the corrections made.

## **2.3 Request for erasure ("right to be forgotten")**

2.3.1 If the interested party requests the deletion of personal data concerning him/her, the appointed and authorised person shall assess, for each request received, whether the processing is necessary:

- for the exercise of the right to freedom of expression and information;
- for compliance with a legal obligation requiring the processing provided for by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- for archiving purposes in the public interest, for scientific or historical research or for statistical purposes and where erasure would be likely to make impossible or seriously prejudice the achievement of the purposes of such processing;
- for the establishment, exercise or defence of legal claims.

If this assessment appears positive, the person in charge shall inform, within 3 days from receipt of the request, the Privacy Contact at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com) who will decide on the basis of a second assessment..

2.3.2 In the event of a negative assessment, the entity in charge assesses, for each request for deletion of personal data, the presence of one or more of the following reasons:

- the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- the interested party withdraws the consent on which the processing is based and there is no other legal basis for the processing;
- the data subject objects to the processing and there are no compelling legitimate grounds for processing;
- the data subject objects to the processing for direct marketing purposes;
- the personal data have been processed unlawfully;
- the personal data must be erased in order to comply with a legal obligation laid down by Union or Member State law to which the controller is subject;
- the data subject is a child

1.4.6 2.3.3 The person in charge shall inform the Privacy Contact Person of his/her assessment, within 3 days from receipt of the request, at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com), who shall decide on the basis of a second assessment.

If the Privacy Officer informs the person concerned that he/she has decided to respond to the request, the person in charge shall:

- a) delete the personal data that are the subject of the request;
- b) notify the person concerned by e-mail at [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com). This action must be carried out for each medium containing the personal data subject to the request;
- c) notify each of the recipients to whom the personal data have been transmitted of the erasure.

## **2. 4 Request for restriction of processing**

2.4.1 If the data subject requests the restriction of the processing of personal data concerning him/her, the appointed and authorised person shall assess, for each request received, whether:

- the data subject contests the accuracy of the personal data; in this case, please refer to the provisions of point 2.2. of this document.

- the interested party opposes the deletion of the personal data and instead requests that their use be restricted; in this case the person in charge assesses whether the processing of such data is unlawful and informs, within 3 days of receipt of the request, the Privacy Contact at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com), who will decide on the basis of a second assessment.
- although the data controller no longer needs the data for processing purposes, the personal data are required by the data subject for the establishment, exercise or defence of legal claims;
- the data subject has objected to the processing; in this case, please refer to point f) of this document..

2.4.2 If the assessment is positive, the person in charge:

a) limit the processing of personal data to storage only, keeping track of it in a special file.

(The data subject to the restriction may be processed only in the event of establishment, exercise or defence of a legal claim, in order to protect the rights of another natural or legal person or for reasons of substantial public interest of the Union or of a Member State)

b) give notice of the restriction of processing to each of the recipients to whom the personal data have been transmitted.

c) identify, in agreement with the Privacy Contact Person, the further purposes for which the data are to be processed and request consent to lift the restriction from the data subject;

d) in the event that the data subject has given consent to withdraw the restriction:

- notifies the data subject of the imminent withdrawal of the restriction for the processing for which consent has been obtained;
- keep a record in a file of the consent obtained and of the processing operations for which consent to withdraw the restriction has been obtained.

## **2.5 Request for data portability**

2.5.1 If the data subject requests the portability of personal data concerning him or her, the person in charge shall assess, for each request received, whether:

- the processing is based on consent; and
- the processing is carried out by automated means.

2.5.2 The person in charge shall inform, within 3 days from receipt of the request, the Privacy Referent at the e-mail address [privacy@marzocchipompe.com](mailto:privacy@marzocchipompe.com) and shall also inform him/her of any request by the data subject to transfer personal data to another data controller. The person in charge will decide on the basis of a second assessment whether:

- a) provide the data subject with the personal data concerning him/her that are the subject of the request; and
- b) transmit the personal data to another controller.

2.5.3 If the Privacy Officer informs the data subject of the decision to grant the request, the data subject shall:

- a) provides the data subject, by email [privacy@marzochhipompe.com](mailto:privacy@marzochhipompe.com) , with the personal data concerning them;
- b) transmits such data to another data controller if expressly requested by the data subject and technically feasible.

## 2.6 Objection request

2.6.1 If the data subject objects to the processing of personal data concerning him/her, including profiling, for direct marketing purposes, the entity in charge shall implement and record in a dedicated file the measures necessary to prevent the processing of the data subject of the request for such purposes.

2.6.2 If the data subject objects to the processing of personal data concerning him/her, the entity in charge shall assess, for each request, whether:

- the processing which is the subject of the request is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- the processing operation which is the subject of the request is necessary for the purposes of pursuing the legitimate interests of the controller or of a third party.

If the assessment is positive, the person in charge shall inform, within 3 days from receipt of the request, the Privacy Contact person at the e-mail address [privacy@marzochhipompe.com](mailto:privacy@marzochhipompe.com) who shall decide with a second assessment whether there are compelling legitimate reasons to proceed with the processing that prevail over the interests, rights and freedoms of the data subject.

If the Privacy Contact informs the subject of the decision to grant the request, the subject in charge shall limit the processing of the personal data that are the subject of the request in the manner set forth in point 2.4 hereof, except for the purpose of ascertaining, exercising or defending a right in a court of law.

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Signature for acknowledgement

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