

Privacy Notice

Pitter Commercials Limited – hereinafter referred to as the “Company” - desires to inform you about how your personal data is collected, processed and protected:

1. Purpose and procedure for the processing of data

The personal data you have provided (“Data”) will be processed for the following purposes:

- a) perform sales contract and/or service agreement in order to fulfil the Company’s contractual obligations;
- b) managing the business relationship with you or your organisation, including performing warranty services, processing payments, accounting, auditing, billing and collection and related support services;
- c) communicating Data to IVECO Limited and their related subsidiaries and affiliates of the CNH Industrial Group in order to allow them to fulfil the obligations regarding warranty and product safety; carry out assistance services also through the authorised workshops network; answer and satisfy every customer request; send any communications of a technical and / or organisational nature; conduct surveys aimed at improving the quality of the services provided, by virtue of the legitimate interest of the manufacturer ;
- d) allowing the Company to perform surveys on customers satisfaction (“Customer Satisfaction”) related to the quality of goods and services according to the Company legitimate interest;
- e) subject to your express consent, sending commercial communications as well as sending advertising on Company products and services, or performing market researches (“Marketing”);
- f) subject to your express consent, communicating Data to IVECO Limited and their related subsidiaries and affiliates of the CNH Industrial Group with the purpose of sending commercial communications as well as advertising on their products and services, or perform market researches (“Marketing third Party”).

Data is collected and processed on the basis of the contract and of the Company’s explicit and legitimate interest for the processing under points (a), (b) , (c) and (d) and subject to your express consent for the marketing and profiling purposes detailed under (e), and (f) . Please be aware that, if you have given your consent, you may withdraw it at any time.

The Data may be processed in hardcopy, by automated or electronic means including via mail or e-mail, phone (e.g. automated phone calls, SMS, MMS), fax and any other mean (e.g. web sites, mobile apps).

2. Consequences of failure to provide Data

Submitting Data is never mandatory. However, not providing Data that is necessary to perform a sale or provide a service or product and that is marked as mandatory may prevent us from providing the required service or the product or may result in a suboptimal provision of the required service or product. On the other hand, not providing Data whose provision is marked as optional will allow you to access the service or to receive the product anyway.

3. Recipient of the Data

In the course of our activities Data may be shared and communicated to IVECO Limited and the subsidiaries and affiliates of the CNH Industrial Group, authorised workshops, service providers, based into and outside the European Union, which are under specific contractual obligation and may use it solely for the fulfilment of the purposes listed above.

The Data may be communicated to third parties to comply with legal obligations, to execute Public Authorities orders or to exercise a Company right before judicial authorities.

4. Data transfer outside the EEA

Within its contractual relations the Company may transfer the Data in countries outside of the European Economic Area (EEA), including store them in databases managed by entities acting on behalf of the Company. Databases management and Data processing are bound to the purposes of the processing and are carried out according to applicable data protection law.

In case the Data are transferred outside of the EEA the Company will use any appropriate contractual measures to guarantee an adequate protection of the Data including – among the others – agreements

based on the standard contractual clauses adopted by the EU Commission to rule the transfer of personal data outside of the EEA.

5. Data Controller

The Data Controller is Pitter Commercials Limited with registered office in Botley Road, West End, Southampton, SO30 3HA.

6. Data retention

The Company maintains Data in its systems and archives for as long as necessary to pursue the purposes described in this Privacy Notice taking into account, when applicable, legal and contractual requirements.

The Company may continue to store Data for a longer period, as may be necessary to protect its interests related to potential liability connected to the provision of the services or products.

Data processed for Marketing and Profiling purposes will be retained until you withdraw your consent and, in any event, in accordance with the above mentioned principle and the guidelines provided by the relevant Privacy Authorities in this respect.

7. Your rights

You can exercise the following rights:

1. right to access means the right to obtain from the Company whether your Data are being processed and, where applicable, have access to them;
2. right to rectification and right to erasure means the right to obtain the rectification of inaccurate and/or incomplete Data, as well as the erasure of Data when the request is legitimate;
3. right to restriction of processing means the right to request suspension of the processing when the request is legitimate;
4. right to data portability means the right to obtain Data in a structured format, ordinary used and readable, as well as the right to transfer Data to other controllers;
5. right to object means the right to object to the processing of Data when the request is legitimate, including when the Data are processed for marketing or profiling, if applicable;
6. right to lodge a complaint with a supervisory authority in case of unlawful processing of Data.

You can exercise the abovementioned rights by writing to Pitter Commercials Limited, Botley Road, West End, Southampton, SO30 3HA or to the email address gpr@pitter.co.uk.

CONSENT

I have read the Privacy Notice and give my consent for the purposes and processes as detailed below:

MARKETING ACTIVITIES - processing of my Data by Pitter Commercials Limited, in hardcopy, by automated or electronic means including via mail or e-mail, phone (e.g. phone calls, SMS, MMS, fax) and any other mean (e.g. web sites, mobile apps), with the purpose of sending commercial communication as well as advertising on products and services, as detailed in section 1 (e) of the Privacy Notice;

I agree I do not agree

MARKETING THIRD PARTIES - communication of my Data to IVECO Limited and the subsidiaries and affiliates of the CNH Industrial Group and processing by them with the purpose of sending commercial communication as well as advertising on their products and services or perform market researches, as detailed in section 1 (f) of the Privacy Notice:

I agree I do not agree

NAME:

SURNAME:

DATE:

SIGNATURE: