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**Information document pursuant to art. 13 of the EU Regulation 2016/679 – General Data Protection Regulation (GDPR)**

This information document is provided to all Users who interact with the web services of SerTech Elettronica srl by accessing the following link: [www.sertech.it](http://www.sertech.it), which corresponds to the home page of the SerTech Elettronica srl official website containing the website management procedures.

**TYPES OF DATA PROCESSED**

**Navigation data - log files**

During their normal operation, IT and application systems used for the functioning of this website detect some data (whose transmission is implicit in the use of Internet communication protocols) that are not associated to directly identifiable Users.

The data collected include IP addresses and domain names of the computers used by Users who connect to the site, URI (Uniform Resource Identifier) addresses of the requested resources, the time of request, the method utilised to submit the request to the server, the size of the file obtained in reply, the numerical code indicating the status of the response from the server (successful, error, etc..) and other parameters related to the operating system and the information environment of the User.

These data are processed for the period of time strictly necessary for obtaining anonymous statistical information about the use of this website and for monitoring its correct operation.

The data may be used to ascertain responsibility in case of hypothetical computer crimes against the site and may be forwarded to the Judicial Authorities at the specific request of the latter.

**Data provided voluntarily by the user**

The optional, explicit and voluntary sending of e-mail messages to the addresses given in this website entails the subsequent acquisition of the sender's email address (which is required to respond to requests), as well as any other personal data present in the message.

Filling the specifically designed forms entails the subsequent acquisition of personal details, contact details and details about the users' requests. These data are necessary to respond to the received requests.

Specific summary information may be displayed in the margin of the web forms.

**Cookies**

Cookies are text strings created by a server and stored on the hard disk of a computer or any other device used by the user to access the Internet (smartphones, tablets), which are then re-transmitted when the User accesses the Internet again.

Cookies enable to collect information on the user's navigation on the website.

Cookies can be permanently stored on your computer and have a variable duration (i.e. persistent cookies), but they can also be erased when the browser is closed or have a limited duration (i.e. session cookies).

Cookies can be installed by the site you visit (i.e. first-party cookies) or by other websites (i.e. third-party cookies).

First-party cookies and third-party cookies

First-part cookies are generated and used by the operator of the site on which the user is navigating.

Technical cookies are used for the transmission of session identifiers (consisting of random numbers generated by the server) necessary for allowing a safe and efficient website navigation, while performance cookies are used for statistical purposes to detect unique users, displayed or downloaded contents, etc.

Google Analytics is an example of this type of cookies. Data are memorised anonymously and are used in aggregate way.

Google Analytics is a web analytics service offered by Google Inc. ("Google"). Google Analytics uses cookies that are text files saved on your computer to help the website analyse how users interact with the website content. The information generated by the cookie about your use of the website (including your anonymous IP address) will be transmitted and stored in Google servers in the US. Google will use this information to examine your use of the website, create reports on the site activity for operators and provide other services related to website activity and Internet use. Google may transfer this information to third parties when it is required by the law or when these third parties process this data on Google's behalf. Google will not associate your IP address to any other data held by Google. You may refuse the use of cookies by appropriately setting your browser.

In particular, to disable the Google Analytics cookies it is possible to use a dedicated additional component provided by Google.

For further information on the cookie type used by the website of Sertech Elettronica srl, please connect to the following link: <https://sertech.it/cookie-policy/>

### **How to disable cookies**

It is possible to change the browser settings to disable cookies by following a simple procedure.

#### Firefox:

- Open your Firefox browser.
- Press 'Alt' on the keyboard.
- In the toolbar located at the top of the browser window, select 'Tools' and then 'Options'.
- Select the 'Privacy' tab.
- Go to 'History settings:' and then on 'Use custom settings for history'. Deselect 'Accept cookies from sites' and save your preferences.

#### Internet Explorer:

- Open your Internet Explorer browser.
- Click on 'Tools' and then on 'Internet Options'.
- Select the 'Privacy' tab and drag the slider on the privacy level you want to set (upwards to block all cookies or downwards to consent all cookies).
- Then click on OK.

#### Google Chrome:

- Open your Google Chrome browser.
- Click on the 'Tools' icon.
- Select 'Settings' and then 'Advanced settings'.
- Select 'Content settings' under the heading 'Privacy'.
- From the 'All cookies and site data' tab it will be possible to search and delete specific cookies otherwise
- Type `chrome://settings/cookie` in the address bar and press Enter.
- The 'All cookies and site data' tab will be displayed. There you can search and delete specific cookies.

#### Safari:

- Open your Safari browser.
- Click on 'Preferences' in the tool bar, then select the 'Security' tab in the following dialog box.
- In the section 'Accept cookies' it is possible to specify if and when Safari has to save cookies from websites.

#### Opera:

- Type `http://help.opera.com/Windows/10.00/it/cookies.html` in the address bar and press Enter
- The information document "Cookies" will be displayed
- Type `http://help.opera.com/Windows/12.10/it/deleteprivate.html` in the address bar and press Enter
- The information document 'Clear private data' will be displayed.

### **DATA PROCESSING METHODS**

Personal data are processed by automated means for the time necessary to achieve the purposes for which they were collected.

### **OPTIONAL SUBMISSION OF DATA**

The user is free to provide his/her personal data listed in the request forms of the various services offered in the website; failure to provide mandatory data, which are marked with an asterisk, may cause the impossibility to obtain the service required.

In case of newsletters and online services which are accessible through this site, the User can at any time withdraw his/her consent, by requesting the erasure of his/her data.

### **COMMUNICATION AND/OR DISCLOSURE OF DATA**

Personal data provided by users requesting the sending of information materials (mailing lists, answers to questions, alerts and newsletters, etc.) will be used for the sole purpose of performing the requested service or action and shall be disclosed to third persons only in the following cases:

- disclosure is necessary for the fulfilment of requests (e.g. dispatch of the required documents);
- disclosure is required by law or regulation;
- disclosure is required during legal proceedings.

The processing of any data in relation to the web services of this website will be carried out only by technical personnel from SerTech Elettronica srl or by specifically appointed external subjects.

### **THE DATA CONTROLLER**

The data controller for data relating to visitors to this website who have been or can be identified is: SerTech Elettronica srl, based in Via della Tecnica No. 25, 36034 Molina di Malo (VI).

which can be contacted at the e-mail address

### **RIGHTS OF THE DATA SUBJECT**

The data subject has the right to obtain from the Data controller the access to his/her personal data, their rectification, deletion or limitation of the processing of data concerning him/her or to object to the processing (art. 15 and ff. of GDPR).

The data subject can submit a dedicated request by sending an e-mail to: [privacy@sertech.it](mailto:privacy@sertech.it)

If the relevant conditions exist, the data subject has to right to lodge a complaint to the national supervisory authority for the protection of personal data in accordance with the established procedures.