

## Information to Business Customer "LEGAL PERSON, BODY or ASSOCIATION" (Single entity or Holding Company and Affiliates) provided by TIM pursuant to the laws regarding the protection of Personal Data

Dear Customer,

in pursuance to laws and regulation on the protection of personal data and with particular reference to the provisions on electronic communications set forth in Legislative Decree 196/2003 (so-called Personal Data Protection Code), Telecom Italia S.p.A., hereinafter as "TIM", herewith provides you with the information regarding the processing of your data and, where you act as representative, that of your affiliate companies in the name and on behalf you are acting.

### 1) Categories of personal data

TIM acquires and processes your following data:

**a)** data relating to the customer, such as public entity/company name, fiscal code/VAT Registration Number; contact details (phone numbers, postal address, e-mail address); data on economic activity; data relating to products sold and services activated; billing information; payment data (e.g. IBAN); data on the status and timeliness of payments; telephone and telematic traffic data; data relating to the connection (e.g. IP address) and internet browsing; profiling data; location data (e.g. Cell-id); data relating to products, devices and PCs used (e.g. brand and model) and technical data; data relating to contacts made with TIM;

**b)** common data, referred to in art. 4, point 1, GDPR, of Legal Representative, authorized contact person of the customer and, if any, data of end users, such as: general personal information (name, surname, sex, date and place of birth), contact details (wireline and/or mobile phone number, postal address, e-mail address), access and identification data (e.g. username, password); telephone and telematic traffic data; billing information and data on the status of payments (if the existing contract provides for the invoicing and payment, at least in part, of the fees by the end user); data relating to identification documents; data relating to contacts made with TIM.

### 2) Purpose for which processing of personal data is necessary and related legal basis

The above-mentioned data that you have provided and/or which we have acquired through third parties also during the term of the contract, shall be processed by TIM for the purposes relating to the performance of the contract, including pre-contractual activities, inter alia: **a)** provision of electronic communication services and any other service requested; **b)** construction and technical maintenance of electronic communications systems and telecommunication lines; **c)** installation, delivery and assistance of products and/or devices; **d)** billing; **e)** assistance and management of complaints and disputes; **f)** customer satisfaction survey; **g)** management of delayed or default in payments and debt collection; **h)** access to services available in TIM's websites/portals.

Furthermore, TIM may process above-mentioned data for its own legitimate interest to the extent strictly necessary and proportionate in order to: **i)** prevent delinquency and frauds; in this respect TIM may verify the validity of the IBAN and the correct association with the Fiscal Code of the holder of the bank account provided for the direct debit, communicating this data to Experian Italia S.p.A. and to the bank where the current account is opened, through the companies Nexi Payments S.p.A. and CBI S.C.p.A. via the interbank service "Check-Iban CBI Globe" - the privacy notice on the "Check IBAN" service is available at: [www.nexi.it/privacy.html](http://www.nexi.it/privacy.html)); consult public registers, credit information systems and the inter-operator database containing telephone company customers who are intentionally delinquent (S.I.Mo.I.Tel.), in which TIM will be able to communicate in this database the personal data of its own delinquent customer only when such an action meets all the requirements set forth in the Decision n. 523 issued by Italian Data Protection Authority on October 8, 2015; communicate data to the Central Computerized Archive, established in the Ministry of Economy and Finance and managed by Consap S.p.A., for the purpose of verifying the authenticity of the data contained in the documents provided by customers (to prevent frauds through identity theft); **ii)** ensure network and information systems security; **iii)** transmit data within Telecom Italia Group for internal administrative purposes; **iv)** detect and face behaviors non-compliant with the contractual conditions of the service or malicious behaviors (e.g. fraud, including so-called "Sim Swap Fraud").

In addition, above mentioned data may be processed by TIM to exercise or defend any of its rights in court as well as to fulfill obligations under laws, regulations or EU legislation and provisions issued by Authorities or by other legitimized entities.

The processing of data is necessary in order to achieve the abovementioned purposes; failure to provide such or data which is incomplete or inaccurate may result in the impossibility for TIM to activate or deliver the services requested.

### 3) Additional purposes for personal data processing with the Customer's prior consent

In the event you have given the specific consent upon activation of the service requested or at a later stage, your data and, where you act as representative, that of your affiliate companies may be processed by TIM, by automated means of contact (such as sms, mms, fax, calling systems, email and web applications) and traditional ones (such as calls by human operator), for the purposes of sending advertising materials, direct marketing, carrying out of market researches and business communication, with regard to the offer of TIM's products and services. Other than as just indicated, the postal address you have given us during the purchase of our product or service can instead be processed by TIM without consent, unless your objection in the way specified in point **10)** below, for the above-mentioned marketing purposes, relating to our products or services similar to those you have purchased. For the same purposes and by the same means of contact, whenever you have given the additional specific consent, TIM may contact Legal Representative and/or authorized contact person of the customer, on the mobile number of which he has declared himself to be the owner or exclusive user, active with another Operator, provided for as contact number at the signing of the contract or during the contract itself.

Moreover, in event you have given the specific consent, your individual and detailed data (including the methods of use and access to the service, the devices used, the traffic data and internet browsing data) and, where you act as representative, that of your affiliate companies may be processed by TIM for profiling activities to identify, also by automated processing, your specific behaviours and consumption habits and those of your affiliate companies in order to improve, also from the point of view of quality, services supplied, meet your needs and those of your affiliate companies and address the commercial proposals of interest. It remains still the possibility for TIM to process such data in aggregate form in compliance with the measures provided by Italian Data Protection Authority and under the specific exemption from the consent on the basis of a legitimate interest of TIM provided by the same Authority and / or on the data protection impact assessments that TIM has previously carried out. Such data processing in aggregate form are performed in order to carry out analysis and electronic processing (e.g. classification of customer base in homogeneous categories for levels of services, consumption, possible needs, service satisfaction, etc..) in order to periodically monitor the development and the economic trend of activities of TIM, orient its industrial and business processes, improve services and pricing plans, design and perform the marketing communication campaigns through targeted and qualitatively more satisfying offers. Furthermore, upon prior anonymization, the aforesaid data may be processed with the sole purpose of producing statistical analysis, without any direct effect on individual customers. For details on the right to object to the processing, see point **10)** below.

### 4) Additional purposes for data processing with the Customer's prior consent for receiving third party advertising from TIM

In event you have given the specific consent upon activation of the service requested or at a later stage, your data, and, where you act as representative, that of your affiliate companies may be processed by TIM to communicate and/or send, by automatic means of contact (such as

sms, mms, fax, calling systems, email and web applications) and traditional ones (such as calls by human operator), third party advertising material and commercial information. For the same purposes and by the same means of contact, whenever you have given the additional specific consent, TIM may contact Legal Representative and/or authorized contact person of the customer, on the mobile number of which he has declared himself to be the owner or exclusive user, active with another Operator, provided for as contact number at the signing of the contract or during the contract itself.

#### **5) Withdrawal of consent**

The providing of data and consent to use it for purposes referred to previous points **3)** and **4)** is not compulsory, but it can help us to improve our products and services. Anyway you may verify and withdraw your consent for such purposes at any time by accessing the company portals dedicated to customers or by contacting free-of-charge the phone numbers 191, 800.191.101, dedicated toll-free numbers or 800.134.134 (for customers of Public Phone). Moreover, you have the right to object in part to the processing of your personal data for the marketing purposes (by automated or traditional means of contact). Following your refusal or withdrawal of such consent, TIM shall process your data and, where you act as representative, that of your affiliate companies strictly for the purposes described previously in point **2)**.

#### **6) Storage of personal data, including traffic data**

TIM will keep your personal data for a period no longer than is necessary for the purposes for which such data was collected or subsequently processed as well as for the period as provided by law for administrative purposes, the management of any claims or disputes or for criminal proceedings. In particular, profiling data will be stored for 15 months, while telephone and telematic traffic data shall be retained as from the date of communication for: **a)** a period no longer than six (6) months as from the date of the communication for billing and/or for claim of payments purposes, subject to additional retention as may be specifically necessary on account of a claim also lodged with judicial authorities; **b)** the period specified in the possible contracts you signed for the purpose of the provision of value added services and for marketing electronic communications services; **c)** seventy-two (72) months as from the date of the communication for criminal purposes.

#### **7) Procedures and logic applied to data processing**

The processing of data shall be carried out manually and/or by electronic or automated means, on the basis of logic of organization and processing of your data and, where you act as representative, that of your affiliate companies relating to the purposes described above, and in any event, in order to ensure the security and the confidentiality of the data and of the communications. In particular, data shall be processed by automated procedures in order to: **i)** identify, upon receiving the call to TIM customer service, the category of customer and the related contract and the device used, in order to allow the operator to respond effectively to requests; **ii)** profile customer who have given consent to address the commercial proposals of interest; **iii)** take a decision about the provision or not of the products/services requested in order to prevent delayed or default in payments and frauds.

#### **8) Controller, Data Protection Officer and Persons authorized to process personal data in TIM**

The Controller of your data and, where you act as representative, that of your affiliate companies, is TIM S.p.A., with registered offices in via Gaetano Negri, n. 1 - 20123 Milan. TIM has appointed a Data Protection Officer, who can be contacted by writing to the following address of TIM: via Gaetano Negri n. 1 - 20123 Milan; or by sending an email to: [dpo.clientibusiness.tim@telecomitalia.it](mailto:dpo.clientibusiness.tim@telecomitalia.it). The updated list of contact details of the Data Protection Officer may be consulted by clicking on the "Privacy" link on the [www.gruppotim.it](http://www.gruppotim.it) website.

Your data and, where you act as representative, that of your affiliate companies shall be processed by TIM employees that are authorized to process personal data and have received adequate operating instructions in such regard.

#### **9) Categories of third parties to whom personal data may be communicated as Controllers or who may acquire such data as Processors**

In addition to TIM employees, your data and, where you act as representative, that of your affiliate companies, may be processed by third parties, including the Companies of the Telecom Italia Group, to whom TIM assigns certain activities (or parts of them) for the purposes referred to in point **2)** above and, in the event that you have given the consent, for additional purposes referred to in points **3)** and **4)**. Such third parties may also be established abroad, in EU and non EU countries; in this latter case, the data transfer is carried out on the basis of a decision by the European Commission regarding the adequacy of the level of data protection of non EU countries or on the basis of appropriate and suitable safeguards as provided by articles 46 or 47 of the GDPR (e.g. signing of standard data protection clauses adopted by the European Commission) or other conditions for the lawfulness of the transfer as provided by article 49 of the GDPR. Such third parties either act as independent Controllers or will be appointed as Processors and they are mainly included in the following categories: **a)** entities to whom TIM assigns the construction and maintenance of electronic communications systems and telecommunication lines and/or the delivery, installation and assistance of products/devices; **b)** entities (i.e. call centers) to whom TIM assigns the activities of assistance, advertising, promotion and sale to customers; **c)** entities to whom TIM communicates Fiscal Code/VAT Registration Numbers and IBAN in order to verify the accuracy and validity of customer data; **d)** debt collection agencies and credit assignee companies; **e)** companies operating in the field of fraud prevention and that provide for credit, economic and commercial information services, including those that manage information systems for verifying reliability and timeliness in payments, as well as the "Administrator" of database S.I.Mo.I.Tel.; **f)** companies that process traffic data for billing purposes; **g)** companies in charge of printing and sending of invoices and/or other documentation to customers; **h)** banks and companies specialized in consumer credit for the provision of loans; **i)** other electronic communications operators providing non geographical numbers, on behalf of whom TIM carries out billing services and, in some cases, the related debt collection activities; **l)** consultancy firms; **m)** agents, brokers and dealers; **n)** companies that carry out market researches and surveys; **o)** Authorities (e.g. AGCom, AGCM, Garante privacy - the Italian DPA), Agenzia delle Entrate (the Income Revenue Authority), Judicial Authority, Ministry of Economy and Finance and any other public entity authorized to request data.

#### **10) Customer's rights**

You may exercise, with reference to the processing of your data and, where you act as representative, that of your affiliate companies, relating to electronic communications services, the rights provided for in Articles from 15 to 22 of GDPR (e.g. to request the source of your personal data, the rectification of inaccurate and incomplete data, the restriction of processing, the erasure or the right to be forgotten, data portability as well as to object to the processing of your personal data on legitimate grounds or to withdraw consent for the purpose referred to previously in points **3)** and **4)**), by writing to the Customer Care Department as specified in TIM telephone bill or by contacting free-of-charge the phone numbers 191, 800.191.101, dedicated toll-free numbers or 800.134.134 (for customers of Public Phone). Moreover, the always updated text of this Information is available in the "Privacy" link of the [www.gruppotim.it](http://www.gruppotim.it) website.

**TIM S.p.A.**