

INFORMATION TO DATA SUBJECTS

FOR THE CUSTOMER

Sika Italia S.p.A. (following, "Sika Italia" or the "company"), with legal headquarter in Via Luigi Einaudi n. 6, 20068 Peschiera Borromeo (MI), tries always to grant conditions of legality and correctness managing all company's activities. To ensure maximum *trasparenza* in relationship with own interlocutors, with this communication, as "Data Controller" in conformity with Legislative Decree no. 196 of 30 June 2003 (following, "Privacy Code"), the company indicates some information, to clarify, in particular, how personal data of Customer ("Data Subject") will be used and which rights will be indicated by the law

Sika Italia, in fact, obtains datas (and documents with datas) related to Customer, that the law identifies as "personal". This information could be obtained by company, in pre-contractual or contractual phases, because sent spontaneously by Customer or because obtained by employees of Sika Italia during direct relation with, included collaborators and commerce intermediaries, or also by third, included companies/corporations specialized in offer of commercial, financial, statistic information.

"Personal Data", object of "Data Processing" (collection, record, organization, preservation, consultation, etc.), with manual, informative and electronic instruments, could be information linked to the Customer and on his economical activity, and also law, administrative, productive, property, financial and organizational aspects (includes data of Supplier's collaborators when necessary for the contractual relation). In particular, personal data are data related or present in: data forms, offers/preventives, price-list, brochures/technical documents, orders and orders confirmations, agreements, financial identification, invoices/bills, quality system documents, valuations (about reliability, solvency or economic capacity), etc.

The Data Processing of Customer's personal data will be done for the following *purposes*:

- a) Preliminary pre-contractual, contractual and law's fulfilments (es. ex. fiscal and accounting obligations related to regulations and community laws, dispositions of Authorities or of control and vigilance's organ;
- b) manage administrative and logistics relation with customer (ex. communications, orders/deliveries, payments of invoices/bills);
- c) commercial manage of relation with customer (with direct contacts, letters/fax, etc.) and marketing activities, included promotional ones (also with phone or e-mail anche tramite telefono o e-mail);
- d) internal and external service's controls (preliminary evaluation of Customer's request, with particular importance to product type and economic convenience for Sika, also in relation to reliability and solvency of Customer; budget and manage control; quality system; satisfaction level of customers analysis);
- e) manage of contentious procedures (dunning procedures; notifications; arbitrations; transactions; judicial disputes).
- f) References to public (also via Internet).

Personal Data of Customer are managed by company's persons duly named and prepared (Data Processors or Persons in charge for the processing), who for internal role can intervene to manage the relation with the Customer during different phases; could be managed also by other subjects (persons or companies) which, of trust of Sika Italy, provide specific consulting services or related or support activities. Some personal data could be communicated, with the same purposes indicated, to the follow external subjects :

- Other customers, agents and other commerce intermediaries, shipping agents, suppliers, collaborators, companies with commercial/statistical purposes;
- Professional offices (legal and fiscal) and other different consulting companies;
- Credit and financial institutes, companies for transfer and managing of credit, insurance and intermediary company;
- Organs for quality control;
- Companies and subjects which request references;
- Authorities or Control Organs (if legitimately requested).

Related to Sika Italia as a company of an international Group, data of the Customer could be communicated to other company of the Group, also foreign, in conformity with the purposes indicated before and with the Italian law regulations, included rules for transfer of personal data to foreign subjects.

Not all information indicated by Supplier or collected by Sika Italia directly aren't obligatory; however, also optional information could be useful to maintaining and developing of contractual relations. Missing communication of that data could determine, in some cases, impossibility for Sika Italia to achieve, entirely or in part, purposes indicated before and of common interest.

The right to access to own personal data, to ask updating, rectification and erasure, if not correct and not complete, and also to block unlawfully processing of data, in conformity of section 7-10 of Privacy Code, could be exercised asking to Data Processor (Mr. Francesco Fanalista), available in legal headquarter of Sika Italia in Peschiera Borromeo (MI).

Sika Italia S.p.A.

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