



PRIVACY POLICY PURSUANT TO ARTICLES 13 AND 14 OF EU REGULATION 679/2016

Dear Customer,

this privacy policy is provided by Wind Tre S.P.A. (hereinafter WINDTRE), with registered office in Largo Metropolitana 5, 20017 Rho (MI) as Data Controller (hereinafter “the Controller”).

Below we explain (in points 1 - 7) the purposes and methods for which WINDTRE collects and processes your personal data, which categories of data are processed, which rights you have as a data subject (hereinafter “data subject”) and how to exercise them.

You may receive a specific privacy policy for some services.

1. Categories of personal data processed

WINDTRE will process: a) the personal data provided by you when entering into the contract for the provision of mobile communication services and/or for the provision of digital services activated by you through your telephone credit (hereinafter “Services”) as well as, upon the occurrence of the conditions specified below; b) certain personal data that may be acquired by other means during the course of the contractual relationship, such as:

- i) Personal data (name, surname, age, gender), residential or home address and contact details (telephone, e-mail address);
- ii) Telephone and electronic traffic data;
- iii) Bank and/or payment data;
- iv) Data relating to the position of your device determined by GPS coordinates or information about the telephone cell you are connected to while using telecommunication services;
- v) Data provided by third parties in the context of partnerships with WINDTRE;
- vi) Data on your creditworthiness and payment punctuality, also acquired through the IT systems of authorised companies providing credit risk management and fraud control services;
- vii) Data relating to your consumption habits and/or interests;
- viii) Data belonging to special categories within the meaning of Article 9 of Regulation (EU) 2016/679, and in particular data relating to your health status, if this is necessary for the activation of particular services;
- ix) Data relating to criminal convictions or offences, provided by judicial authorities as part of their own requests.

2. Data processing and voluntary consent

2.1 Purpose and legal basis of the processing

Under the specified conditions, your personal data will be processed for the purposes indicated in points a) to i) below

a) To execute the contract

Your personal data will be processed for the management of the contractual relationship (for example, for the invoicing of fees, handling payments or claims you may submit to us) and to provide the services you have requested. In particular, for this purpose, WINDTRE may process the data indicated in points i), ii), iii), iv) and vi). If

necessary for the activation of dedicated services, WINDTRE may process the data indicated in point viii). Wind Tre informs you that it may contact you for purposes related to the execution of the contract (such as but not limited to assistance, provisioning, activation support) also through Wind Tre's official WhatsApp channel.

b) For fulfilling legal obligations

Your personal data will be processed by WINDTRE for the fulfilment of legal obligations. Specifically, WINDTRE may process your data for the fulfilment of accounting and tax obligations and for the fulfilment of judicial authority orders to prevent and repress crimes. For such purposes, the data indicated in points i), ii) iii) and iv) may be processed.

Moreover, exclusively to comply with requests from judicial authorities, WINDTRE may acquire the data referred to in point ix). Finally, Wind Tre may process your data in order to comply, also by sending SMS messages, with public authority measures adopted for urgent public order, safety, health and hygiene reasons or in the event of disasters, catastrophes or other exceptional events and situations.

c) In pursuit of its own legitimate interest, WINDTRE may implement the following procedures

With reference to the subscription services, in order to carry out the preliminary checks connected with the conclusion of the contract, WINDTRE may process the data indicated in point vi) to check your creditworthiness and punctuality of payments by accessing the IT systems of authorised companies that provide credit risk management and fraud control services and that process the data in their capacity as Data Controllers. Furthermore, again for the aforementioned purposes, in response to your future requests for activation of new and additional services, WINDTRE may process data relating to the status and punctuality of your payments with reference to contracts already in place. In particular, your data may be disclosed to the SIMoITel database in which telephone Operators participate, with the aim of preventing intentional delinquency of customers with contracts for the provision of fixed and mobile telephone services. The setting up of this database was authorised by the Italian Data Protection Authority in Order No. 523, adopted on October 8, 2015 (paragraph 7), since the Authority deemed that the processing of data in SIMoITel could take place, in the absence of the customer's consent, for the pursuit of the legitimate interest of the Participants, as well as of regularly compliant customers. The database is managed by a private entity in its capacity as data controller, which has established the procedures for its operation and use, in compliance with the measures prescribed by the provision and in accordance with the rules on the protection of personal data. The administrator is Crif S.p.A., with registered office at Via Mario Fantin 1-3, 40131 Bologna, which can be contacted by calling the dedicated telephone number 0514175300 or by sending an e-mail to the address consumatori@simoitel.it. For aggregate profiling purposes, WINDTRE may process the data indicated in point ii), location data, the data indicated in point vii), and social and demographic data acquired during the provision of our electronic communication services and from public sources. This activity will be carried out in aggregated and anonymised form by implementing models for analysing customer data using statistical algorithms, prediction models and aggregations only for the time strictly necessary for the purposes pursued, the type of goods marketed or services rendered and in any case, in accordance with the retention periods indicated in paragraph 5 below. For the purpose of integrated aggregated profiling, WINDTRE may process the data



referred to in point (ii), location data, and the data referred to in point (vii), also correlating them with data acquired during the provision of WINDTRE's services and products and those of Group Companies of which you are already a customer, in the manner described above and within the retention periods indicated in paragraph 5 below.

To improve service quality and optimize the management of contractual relationships, WINDTRE may verify which market segment of WINDTRE and Group Companies you belong to, thereby contributing to your overall experience as a customer.

WINDTRE may use the e-mail address you have provided to send commercial communications regarding services and/or products similar to those covered by the contract.

For the sole process of anonymisation of the data, which is non-reversible within the limits of the technology applicable from time to time, a process instrumental to their use, in anonymous and aggregate form, within the scope of innovative services aimed at providing public and private entities with information of a statistical nature suitable, for example, to allow the analysis of the flows of people present in the territory at certain times of the year connected to particular events or situations such as to generate large numbers of people. The aim is also to improve services offered to citizens in terms of infrastructure, services, transport, availability of supply, etc. The calculation algorithms used for the calculations are statistical in nature and the representation categories will in any case be macro, social and demographic.

WINDTRE may process and share your data with third party service and/or content provider partners such as service and/or payment service providers acting in their capacity as data controllers ("other data controllers") for the purposes of pursuing their own legitimate interests, since you have provided them with your mobile number in order to use/subscribe to their services. Other Data Controllers may consult WINDTRE for specific checks or basic checks (e.g. active numbering aimed at protecting customers in the event of the use of their numbers in the execution of transactions with other Data Controllers and at the latter's request, subject to appropriate information being provided to the data subject) without this affecting your fundamental rights and freedoms. More specifically, the legitimate interest of the other Data Controllers, to which privacy notices should be referred, is the processing of data carried out, for example, for fraud prevention purposes and/or for verification of the identity of the data subject/customer (i.e. Know Your Customer) and/or for compliance with anti-money laundering legislation.

Furthermore, WINDTRE may carry out activities aimed at improving the services provided (including the customer care service) and related to the contractual relationship also by means of technologically advanced tools (i.e. artificial intelligence tools) and also with the help of third parties appointed as External Data Processors for this purpose, as indicated in point 3 of this Privacy Policy.

Finally, we inform you that, for the purpose of streamlining and optimizing the experience during the contracting phase, upon the applicant's request, where the applicant is already a customer of Wind Tre Luce e Gas communication services, the sales operator may pre-populate WINDTRE systems and the related contract proposal with only the personal data already provided and stored in the Wind Tre Luce e Gas CRM systems

We also inform you that with reference to the data processing indicated above (in points a - c) that may be carried out by WINDTRE on the basis of its own legitimate interest, you have the right to object at any time, for reasons related to your particular

situation. Following your objection, WINDTRE will refrain from further processing this personal data unless there are compelling legitimate grounds for processing that override your interests and rights. You may oppose, without limitation, the sending of commercial communications to your e-mail address and aggregate profiling by writing to ServizioClienti159@pec.windtre.it or by calling 159. Any updates on these methods will be indicated from time to time on our websites.

Lastly, we would like to inform you that for the purchase of services involving the sale of terminals in instalments, WINDTRE may, with your prior consent, solely for the purpose of pre-contractual verification of your creditworthiness, share your telephone number or e-mail address with CRIF Realtime Ireland Ltd, a CRIF Group company. This is so that a link may be received either by SMS or e-mail notice to access a service where your bank account will be verified. You will need to accept the Terms and Conditions and have read the Privacy Policy to access this service. The service will only provide a positive or negative result to proceed with the activation of payment for the terminal in instalments.

d) For marketing purposes, subject to your consent

With your express consent, WINDTRE may process your data in order to send you commercial communications regarding WINDTRE's services and products. In particular, for this purpose, WINDTRE may process the data indicated in point i); moreover, if you have given your consent for profiling as indicated in point f) below, the data indicated in point vii) and, if you have given your consent for geolocation as indicated in point g) below, the data indicated in point iv) may also be processed for this purpose. These communications may be sent through automated communication channels (e.g. SMS, e-mail, notifications on the App; WhatsApp) and through traditional channels (operator calls, paper mail). Furthermore, WINDTRE may process the data provided by you and those acquired during the use of the services to perform market research and analyse the customer satisfaction level.

e) For marketing purposes relating to products or services of WINDTRE's partners, subject to your consent

Furthermore, again with your consent, WINDTRE may use your data to send you commercial communications relating to the services and products of its business partners. Communications will be sent in the manner indicated in point d) above.

f) For profiling purposes, subject to your consent

With your consent, WINDTRE may process the personal data you voluntarily provide and those acquired during the use of all the WINDTRE services you have requested for automated and/or manual analysis activities aimed at proactively and/or reactively detecting your preferences, choices and consumption habits. In particular, WINDTRE may identify your consumption habits in order to improve the services provided to you and suggest WINDTRE's or its commercial partners' commercial offers that are more consistent with your interests, avoiding disturbing you with communications of little interest with respect to your expectations. For this purpose, WINDTRE may process the data indicated in points i), ii), iv) and v).

g) For geolocation purposes, subject to your consent

With your consent, WINDTRE may collect data relating to the position of your mobile terminal through GPS coordinates. This data, including that relating to the mobile phone cell to which you are connected during the use of telecommunications services, which WINDTRE processes for the provision of the service, may be processed for marketing purposes, if you give your specific consent as indicated in points d) and e), and for profiling purposes, if you give your specific consent as indicated in point f).

h) For the disclosure of your data to third parties who process the data for marketing purposes, subject to your consent

With your consent, WINDTRE may disclose your personal data to its business partners, who will process your data as independent data controllers for their own marketing purposes, including through the use of automated systems (e.g. SMS, e-mail). These subjects are companies that operate in the following areas/sectors: advertising, automotive, chemical and pharmaceutical, market research and consulting, e-commerce, construction and real estate services, large-scale retail trade, IT and Communication Technology, training and research institutes, media and entertainment, fashion and luxury, non-profit, over-the-top, public administration, public utilities, consumer products, health, environmental services, insurance services, banking and financial services, mobility and transport services, online services, security services, postal and logistics services, sport and fitness, technology and electronics, tourism and catering. WINDTRE may communicate the data indicated in point i) to the above-mentioned subjects.

i) For data enrichment purposes, subject to your consent

With your consent, WINDTRE may enrich the personal data provided by you and those collected during your use of WINDTRE services with data acquired from third parties (e.g. content providers, service providers, social media).

These parties will only disclose your personal data to WINDTRE if you have given your specific consent to do so. The enrichment of personal data is functional to improve your experience when using the services and to offer you services in line with your needs.

2.2 Procedure for revoking optional consents - referred to in (d) to (i) above

Your consent under d), e), f), g), h), i) may be revoked by you at any time and in several ways:

- by accessing the WINDTRE App or the Customer Area of the website www.windtre.it and going to the 'Consent Management' section;
- by sending an e-mail to dataprotectionofficer@windtre.it, and attaching a valid identification document to your request;
- calling 159;
- going to one of our Sales Points, which will provide you with the appropriate assistance.

If you are no longer one of our customers, you may revoke your consent under d), e), f), g), h), i) always send an e-mail to dataprotectionofficer@windtre.it enclosing a valid identification document with your request;, or within 6 months of deactivation you can also contact 159.

3. Categories of third parties to whom the data may be disclosed

For the implementation of the contract, the fulfilment of legal obligations and the pursuit of its legitimate interests, WINDTRE may disclose your personal data to the following categories of persons:

- parties that perform services for the acquisition, processing and elaboration of the data needed for the provision of customer services, including authorised companies that provide credit risk management and fraud control services and Crif S.p.A. as the SIMoTeL operator;
- parties that provide services for the management of WINDTRE's IT system;
- parties involved in the transmission, mailing, forwarding and sorting of the data subject's communications;
- subjects performing customer service activities (e.g. call centres, etc.);



- subjects who carry out data entry and filing;
- subjects who carry out control, audit and certifications on the activities carried out by WINDTRE also in the interest of its customers and users;
- other telecommunications operators, for the management of interconnection and roaming relationships;
- group companies;
- subsidiary, parent and associated companies;
- credit transferee companies;
- financial companies that provide consumer credit services (it is also possible that if you wish to subscribe to a credit opening service for the purchase of W3 products and services, W3 may communicate your data directly to the Financial company for the opening of the credit line you requested; in this case, Wind Tre will act as the data processor for the Financial company and W3 points of sale(Dealer) will act as sub-processors accordingly);
- subjects who perform technical and organisational tasks on behalf of WINDTRE;
- sales agents, firms and companies as part of service and consultancy relationships;
- public authorities, if the conditions are met;
- subjects that carry out, also by means of automated tools and/or Artificial Intelligence, activities aimed at improving the services provided and are connected to the contractual relationship. These subjects will process the data as Data Processors on behalf of WINDTRE.

Furthermore, if you have consented to the processing of your data for the purposes referred to in points d) and e) above, WINDTRE may disclose your data to third parties that it uses to carry out these activities (for example, entities entrusted with marketing activities). These subjects will process the data as data processors on behalf of WINDTRE.

4. Data processing methods

Your data is collected and recorded in a lawful and correct manner for the purposes indicated above and are processed, also with the aid of electronic or automated means and specific databases, in terms not incompatible with these purposes and, in any case, in a manner such as to guarantee the security and confidentiality of the data.

5. Processing term and retention period

Your data will only be processed for the time necessary for the purposes mentioned above. Specifically, below are the main use and retention periods relating to your personal data for the various processing purposes:

5.1 WINDTRE will retain the data processed for the execution of the contract throughout the duration of the contract and for a further period of 10 years and six months thereafter, unless the need arises for further retention for additional periods to enable WINDTRE to defend its rights;

5.2 WINDTRE will retain data processed for the purpose of fulfilling legal obligations to the extent provided for by law and for as long as the need for processing persists in order to fulfil said legal obligations;

5.3 data processed for the pursuit of WINDTRE's legitimate interest will be processed for the time strictly necessary for the pursuit of that interest, namely:

- data collected to carry out preliminary checks in connection with the conclusion of the contract, including data collected by third parties as indicated in paragraph 2 letter c), will be processed until the conclusion of the contract; data relating to the status and punctuality

of your payments to WINDTRE will be retained for the entire duration of the contract and for a period of 10 years and six months following the conclusion of the contract;

- the data will be processed for aggregate profiling purposes for a period of 12 months after collection, limited to the data referred to in point (ii); data of another nature will be processed for that purpose for the entire duration of the contract, unless you have previously objected;
- the data will be processed for the purpose of integrated aggregated profiling for a period of 12 months from the date of collection, limited to the data referred to in point (ii); other types of data will be processed for this purpose for the entire duration of the contract, unless you object;
- the data used for sending commercial communications to your e-mail address, as indicated in paragraph 2 letter c), will be processed until the termination of the contractual relationship, unless you have previously objected;

5.4. the data will be processed for marketing purposes until any revocation of the consent given by you to use the same for this purpose; following such revocation, WIND TRE will cease the processing in question and will no longer use the data acquired exclusively for this purpose; in the absence of revocation, following the termination of the contractual relationship, WINDTRE will periodically remind you of the consents you have given and your right to revoke them at any time. In particular, in the absence of revocation of consent and following the termination of the contractual relationship, Wind Tre reserves the right to send you commercial communications dedicated to former customers for a period not exceeding 5 years from the date of termination of the contract. It is understood that at any time you can always revoke your consent to the processing of data for commercial purposes in the manner indicated in point 7 of this policy.

the data will be processed for profiling purposes for a period of 12 months and until you revoke your consent to use the data for this purpose; after this period has elapsed or following revocation, WINDTRE will cease the processing in question, delete or anonymise the personal data resulting from this profiling activity, as well as the data acquired exclusively for this purpose;

5.4 data processed for geolocalisation purposes are retained for a period of 12 months;

5.5 the data may be disclosed to third parties until you revoke your consent given for this purpose. Following such revocation, WINDTRE will cease the processing in question and will no longer retain any data acquired solely for that purpose;

5.6 data collected for enrichment purposes will be processed for a period of 12 months and until you revoke your consent for such processing;

5.7 the data relating to "outgoing" telephone and/or electronic telephone traffic will be retained for a maximum period of six months for billing purposes or for payments in the event of interconnection, without prejudice to any further specific retention required as a result of a dispute, including in court (Article 123 of Legislative Decree 196/2003 as amended by Legislative Decree 101/2018);

5.8 The information regarding both incoming and outgoing telephone and electronic communications, excluding the actual content of the communications, will be stored for up to 24 months for telephone traffic, 12 months for electronic traffic, and 30 days for unanswered calls. These retention periods may be waived solely for the investigation and prevention of crimes as outlined in Articles 51, paragraph 3 quater, and 407, paragraph 2, letter a) of the Code of Criminal Procedure, in accordance with Article 24 of European Law No. 167/2017. In the sole cases of criminal offences, in which the retention period may be waived, telephone traffic data (including unanswered calls) and electronic data is retained for 72 months (Article 132 of Legislative Decree 196/2003 as amended by Legislative Decree 132/2021)

6. Transferring data outside the European Union



Your data may also be transferred outside the European Union to companies that are part of the WINDTRE Group. Such transfer, where applicable, will be regulated through the use of standard contractual clauses adopted by Commission Implementing Decision (EU) 2021/914 of 4 June 2021 on standard contractual clauses for the transfer of personal data to third countries pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council. You may obtain information on where your data has been transferred to and a copy of that data by writing to WINDTRE –Ref. Privacy CD MILAN P.O. Box 159, 20152 Milan (MI), by sending an e-mail to ServizioClienti159@pec.windtre.it or calling 159.

7. The Data Subject's Rights

In accordance with the regulations in force, you may exercise the following rights:

- request and obtain information relating to the presence with the Data Controller or your personal data, the purposes of the processing and access to such data;
- request and obtain the modification and/or correction of your personal data if you believe that they are inaccurate or incomplete;
- request and obtain the cancellation - and/or limitation of processing - of your personal data if data or information are unnecessary (or no longer necessary) for the above purposes;
- request and obtain portability of the personal data that are processed by automated means in a structured, commonly used format and readable by an automatic device and request their transfer to another data controller.

These requests can be addressed to WINDTRE by sending an e-mail to ServizioClienti159@pec.windtre.it by providing, as an attachment to the request, an identity document in order to enable WINDTRE to verify the origin of the request or by calling 159.

Specifically, we remind you that in order to modify and/or issue and/or remove optional privacy consents, you may, at any time, either log in to your WindTre APP or to the Customer Area of the website www.windtre.it in the 'Consent Management' section or through our help by: writing an e-mail to dataprotectionofficer@windtre.it, enclosing a valid identification document in order to allow WINDTRE to verify the origin of the request. Or you can proceed by calling 159 or going to one of our Sales Points, which will provide you with the appropriate assistance and show you how to process your request.

If you are no longer a customer of ours and would like to change the consents you have given us, you can send an e-mail to dataprotectionofficer@windtre.it, enclosing a valid ID with your request, or you can contact 159 within 6 months of deactivation.

Please note that if you use addresses other than those indicated in this Policy to exercise your rights or to change optional consents, the handling of your request may be slowed down.

8. General Information

Finally, we would like to inform you that WINDTRE has appointed a Data Protection Officer, who can be contacted at the following e-mail address dataprotectionofficer@windtre.it, which will process your personal data for the purposes referred to in the Regulation. Finally, we would like to inform you that you may lodge a claim regarding the processing of your personal data with the Italian Data Protection Authority, in accordance with the regulations in force.