



## **Privacy Notice pursuant to Article 13 of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and the free movement of such data**

Dear User,

this privacy notice applies solely to the website [www.deepser.com](http://www.deepser.com) and not to any other websites that may be accessed via links from this site.

### **Browsing Data**

Dear User, we wish to inform you that the IT systems and software procedures used to operate this website acquire, during their normal operation, certain personal data whose transmission is implicit in the use of Internet communication protocols.

This information is not collected to be associated with identified data subjects, but by its very nature could, through processing and association with data held by third parties, allow users to be identified.

This category of data includes: date/time of the request, log type (access, warning, or error), IP address of the device making the request, server response code, server response message, URL of the element that leads to the requested page, the user's browser accessing the resource, and the source generating the request (e.g., Apache, Nginx).

These log data are used exclusively for diagnostic purposes and troubleshooting in the event of website malfunctions. Retention of such data is essential to compare different time periods and identify, for instance, malware attacks, programming or compilation errors, corrupted or missing resources, or possible issues with the server control panel. These data may also be used to ascertain liability in the event of hypothetical cybercrimes against the website. Except for this circumstance, web contact data (logs) are retained for no longer than 7 days, after which they are deleted.

### **Data Voluntarily Provided by the User**

Dear User, we wish to inform you that the processing of personal data voluntarily provided by you is carried out fairly and transparently, for lawful purposes and in full protection of your privacy and rights. The purposes for which the personal data you provide are processed are as follows:

- a) To provide the requested information via the contact forms available on the website [www.deepser.com](http://www.deepser.com) or via the email addresses listed on the site, and for the purpose of applying for employment. Data collected for this purpose are retained for 12 months in order to facilitate any future requests.
- b) To send the newsletter upon your specific request. Data processed for this purpose will be retained until you unsubscribe.
- c) To enable the use of demo services or to book an online appointment. Data processed for this purpose are retained for 14 days.

With regard to purpose a), the data processing is lawful as it is necessary to take steps at the request of the data subject prior to entering into a contract. Therefore, your consent is not required. In cases where the request goes beyond pre-contractual measures (e.g., requests not involving commercial information), the processing is lawful based on your consent, evidenced by your voluntary email or form submission.

With regard to purpose b), the data processing is lawful only upon your explicit consent, which is obtained through the web forms.



With regard to purpose c), the processing is lawful as it is necessary for the performance of a contract or pre contractual measures. Consent is not required for such processing.

The provision of personal data for purpose b) is optional. However, failure to provide such data will prevent us from sending you the newsletter.

Within the limits strictly necessary for the purposes mentioned above and in full protection of your privacy and rights, the personal data you provide may be accessed by employees and collaborators of Deepser Srl who are authorized to process such data, as well as communicated to the internet service provider. No dissemination of your data is foreseen.

We also inform you that Regulation (EU) 2016/679 grants you certain rights, to the extent applicable to the specific processing activities and purposes pursued, including: the right to access your personal data, the right to object to its processing, the right to rectification, data portability, restriction of processing, erasure, and the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. Such withdrawal may be exercised using the contact details provided below.

These rights may be exercised by contacting the Data Controller:

DEEPSER SRL

Via Luigi Dalla Via 3/B, 36015 Schio (VI) – Italy

Tel: +39 0445 538231

Email: [info.legal@deepser.com](mailto:info.legal@deepser.com)

Certified Email (PEC): [deepdesk@pec.it](mailto:deepdesk@pec.it)

You are also reminded of your right to lodge a complaint with the competent supervisory authority.

For information regarding the use of cookies, please refer to the dedicated Cookie Policy page:

[Cookie Policy | Help Desk Software \(deepser.com\)](#)