

# Data treatment policy regarding Bancomail Customers and Users

## Holder of data processing

Neosoft S.r.l. (VAT: 01288440991 - REA: GE 398030)  
based in Genoa, via Casaregis 30/13 - 16129 - Genoa - Italy

Telephone: +39 010 8681372 / +39 010 8446402

Fax: +39 010 8681383

Email: [database@bancomail.it](mailto:database@bancomail.it)

Pec: [bancomail@bancopec.it](mailto:bancomail@bancopec.it)

## Collected information

We collect information provided voluntarily from the moment you create your account, when you purchase products or services eg. company name, contact reference, address, email address and telephone number.

We also record information when you contact us by phone or chat, including requests for assistance or a quote and notes or details explaining what you have requested and how we have responded.

The failure of data provision will make it impossible for Neosoft to implement the contractual commitments or the user's request.

We also use cookies and similar technologies on our websites and mobile applications to collect information on interactions and usage. Consult the Cookie Policy for further details on the specific type of information we can collect and on your options regarding such data.

## How do we use the collected information?

The data provided by the user are collected and processed for the following purposes:

- For carrying out customer relationship activities based on the contractual agreements.
- For administrative purposes and for the fulfillment of legal obligations such as accounting or tax disclosures or to comply with requests from the judicial authority.
- For statistical purposes, to improve our offer and service toward our customers and to identify and prevent fraud and abuse.
- In the presence of specific consent, for sending periodically by e-mail, newsletters and advertising material.

- In the case of sending a curriculum vitae, exclusively for selection purposes.

Additionally, we use your information to create your account where we offer our services and give you visibility of the data we own, together with the methods of exercising your rights.

### **Which subjects are authorized to process your data? Are your data shared with third parties?**

The processing of the collected data is carried out by Neosoft's internal staff authorized to process it according to specific instructions given in compliance with current legislation.

Your data will never be transferred to third parties, nor entered in the Bancomail Database, unless they were spontaneously conferred on this website in the "Be Part" form (Support Section) or acquired through other authorized sources, in any case prior communication.

However, it's possible that some of your data may be shared by us with trusted providers, needed to send on our behalf email communications and advertisements. We only share the minimum necessary information and it's not allowed to third parties to use your information for other purpose than those indicated in our Privacy Policy.

In any case, the data will never be widespread.

### **How the data are stored and for how long?**

The data are processed in compliance with legal requirements according to the national laws using computerized or automated tools, with logics strictly related to the aforesaid purposes for which the personal data were collected in order to guarantee their security, integrity, confidentiality and traceability.

The management and storage of personal data operate on servers located inside and outside the European Union owned and / or available to Neosoft and / or delegated third-party companies, duly appointed as data controllers. The transfer of data abroad to non-EU countries takes place in accordance with the GDPR provisions.

The data are stored for the necessary time to manage the purposes for which they are collected, in compliance with current regulations and legal obligations.

### **Exercise of rights on data processing**

At any time (if there aren't law limitations) you can request the access to data, cancellation, modification or update of all the information collected by Neosoft, exercising the right to limit the processing and data portability, by sending an e-mail to [database@bancomail.it](mailto:database@bancomail.it) or [bancomail@bancopec.it](mailto:bancomail@bancopec.it).