

TERMS OF USE and PRIVACY POLICY
FOR USERS OF THE WEBSITE: www.tenutadicarleone.com

The following Terms of Use apply to all users of the website: www.tenutadicarleone.com (the "Website"), including potential guests and customers of Tenuta di Carleone (hereinafter "Users"). It shall apply to the website only and not to any other websites accessible by users through specific links. Tenuta di Carleone is the owner of all intellectual property rights on the content on its website, including without limitation page designs, illustrations, graphics, professional and amateur photography, video, audio, and text.

Users agree not to copy or download, modify, reproduce, share or redistribute, display in public or use commercially, store or archive in any way any part of the Website content whether online, in print or in any other format or medium without the prior written approval of Tenuta di Carleone. Users also agree not to assist any third party, whether directly or indirectly, to commit any unauthorised act in breach of this notice. The restriction in this notice applies to all contents included on the Website at any time.

By using the Website, you confirm that you accept these Terms of Use and that you agree to comply with them. If you do not agree to these terms, please discontinue using the Website. Every time you wish to use the Website, please check these Terms of Use to ensure you understand them properly.

User-generated content

User-generated content is not approved by us.

This Website includes reviews uploaded by users of the website, including bulletin boards and chat rooms on the -Client Reviews-page. This information and these materials have not been verified or approved by us and we are not liable for any such content.

Whenever you upload content to our website via our -Client Reviews- page, any such contribution must be accurate and honestly held and you must ensure that such content is not defamatory or offensive.

You warrant that any such contribution complies with those standards, and you will be responsible for any loss or damage caused by your breach of these representations.

Any content you upload to our website will be considered non-confidential and non-proprietary. You retain all of your ownership rights in your content, but you are required to grant us and other users of our site a limited licence to use, store and copy that content and to distribute and make it available to third parties.

The views expressed by users on our website do not necessarily represent our views or values. If you wish to complain about information and materials uploaded by other Users please contact us

Disclaimer

Please note that we only provide our Website for private use. You agree not to use it in whole or in part for any commercial or business purposes, and we have no liability thereto connected.

PRIVACY POLICY

This Privacy Policy is provided under article 13 of Regulation (EU) 2016/679, i.e. General Data Protection Regulation (hereinafter referred to as the “GDPR”) and is intended to inform about the type, scope, purposes, terms and legal basis for processing of personal data of users of the website: www.tenutadicarleone.com (the „Website“).

It shall apply to the Website only and not to any other websites accessible by users through specific links.

This Privacy Policy is structured as follows:

I. Information about the Data Controller

II. Information about Data

III. Information about Data processing procedures

IV. Data Subjects Rights

I. Information about the Data Controller

Data Controller

Tenuta Carleone di Castiglioni S.R.L. Società Agricola SI - 86865,
Località Castiglioni, 53017 Radda in Chianti, Italy

(hereinafter referred to as the “Data Controller”)

You may contact the Data Controller by email at office@carleone.it

II. Information about Data

According to article 4 GDPR, “processing” refers to any operation or set of operations such as collection, recording, organization, structuring, storage, adaptation, alteration, retrieval, consultation, use, disclosure, dissemination, alignment, combination, restriction, erasure or destruction. Personal data (hereinafter the “Data”) will only be processed to the extent necessary and for the purpose of providing a functional and user-friendly Website, including its contents and services offered therein.

Types of processed Data

1. Server Data

Systems and software procedures used to operate this Website acquire, during normal operation, some personal data that is then transmitted implicitly in the use of internet communications protocols.

This information could by its nature, through association and processing with data held by third parties, allow the identification of Users (e.g. IP address, domain names of computers used by Users who connect to the Website, etc...).

In any event, web contact data is not retained for more than seven days, except when it is necessary to monitor instances of criminal activities against this Website.

No data deriving from this Website is communicated or disclosed.

2. Voluntary submission of data

If you make the explicit, optional and voluntary choice to send an email to the addresses on this Website, then your email address, which is necessary in order to respond, will then become known to the Data Controller along with any other personal data included in the message.

You can modify all the information that you voluntarily include when registering for the services offered. Except as stated for the Website-use data, you are free to provide the personal data in the forms that you may fill in to request the various services.

That data is used for the sole purpose of providing the services that you ask for.

If you do not provide that data, then it may not be possible for you to receive the service requested.

Specific privacy notices are shown on dedicated pages of the Website for certain services available on request. Those notices explain the reasons and lawful basis for processing your data. These include: you have given consent for one or more specific purposes; the processing is necessary in order to fulfil a contract with you and/or to implement precontractual measures; the processing is necessary to comply with a legal obligation on the Data Controller; or the processing is necessary to pursue the legitimate interests of the Data Controller or third parties.

If users, connecting to this website, send their personal data in order to access certain services or to make requests through e-mail, they are aware that this involves the acquisition, by the data controller, of the sender's address and/or any other personal data which, in turn, will be processed exclusively to respond to the request or for providing service to the sender.

The personal information provided by Users will be disclosed to third parties only if such disclosure is necessary to comply with requests made by users/visitors themselves or for legal obligations (such as invoicing).

3. Order processing

The data you submit when ordering goods and/or services from us will have to be processed in order to fulfil your order. Please note that orders cannot be processed without providing this data.

The legal basis for this processing is Art. 6 Para. 1 lit. b) GDPR. After your order has been completed, your personal data will be deleted, after the retention periods required by tax and commercial law.

In order to process your order, we will share your data with the shipping company responsible for delivery to the extent required to deliver your order and/or with the payment service provider to the extent required to process your payment. The legal basis for the transfer of this data is Art. 6 Para. 1 lit. b) GDPR.

4. Contacts

If you contact us via email or the contact form, the data you provide will be used for the purpose of processing your request. We must have this data in order to process and answer your inquiry; otherwise we will not be able to answer it in full or at all. The legal basis for this data processing is Art. 6 Para. 1 lit. b) GDPR.

Your data will be deleted once we have fully answered your inquiry and there is no further legal obligation to store your data, such as if an order or contract resulted therefrom.

5. Customer account/registration

If you create a customer account with us via our Website, we will use the data you entered during registration (e.g. your name, your address, or your email address) exclusively for services leading up to your potential placement of an order or entering some other contractual relationship with us, to fulfil such orders or contracts, and to provide customer care (e.g. to provide you with an overview of your

previous orders or to be able to offer you a wishlist function). We also store your IP address and the date and time of your registration. This data will not be transferred to third parties.

During the registration process, your consent will be obtained for this processing of your data, with reference made to this privacy policy. The data collected by us will be used exclusively to provide your customer account.

If you give your consent to this processing, Art. 6 Para. 1 lit. a) GDPR is the legal basis for this processing.

If the opening of the customer account is also intended to lead to the initiation of a contractual relationship with us or to fulfil an existing contract with us, the legal basis for this processing is also Art. 6 Para. 1 lit. b) GDPR.

You may revoke your prior consent to the processing of your personal data at any time under Art. 7 Para. 3 GDPR with future effect. All you have to do is inform us that you are revoking your consent.

The data previously collected will then be deleted as soon as processing is no longer necessary. However, we must observe any retention periods required under tax and commercial law.

III. Information about Data processing procedures

1. How your data may be kept and processed

The personal data collected is processed using specific security measures to prevent data loss, unlawful or improper uses, and unauthorised access.

The data is processed at the Data Controller's premises. The data used will be kept for only as long as is necessary to achieve the purposes for which it was collected, or for as long as the law dictates.

2. Data processing procedures

Data is processed with automated means (i.e. using electronic procedures and electronic devices) and/or manually (i.e. hard copies) for the time strictly necessary to achieve the purposes for which the data were collected, however, in accordance with the legal provisions in force.

3. Purpose for Processing

Purposes of the processing performed by the Data Controller must be understood as:

- a) collection and storage and processing for the purposes of the establishment and operational and administrative management of the contract relationship connected to the provision of the service offered on the site;
- b) use of the User's personal data (in particular the e-mail address) to send communications relating to the performance of the established contract relationship;
- c) processing of personal data provided and those derived from browsing on the site in order to provide a service consistent with the information transmitted during the use of the service;
- d) to communicate future initiatives, new product or service announcements;
- e) sending advertising or promotional material.

4. Recipients

In addition to the Data Controller, in some cases, categories of managers and authorised parties involved in the business organisation of the Site (administration, sales, marketing, legal, system administrators) may have access to the data. Furthermore, the Data Controller may use external parties (such as third-party technical service providers, carriers, hosting providers, cloud services, IT companies, communication agencies) who may be appointed as external processors. An updated list of processors may be requested.

IV. Data Subjects Rights

1. Your rights

You may assert your rights, as stated in articles 15 et seq. of the GDPR, at any time, in particular: the right to access your data and to have it corrected or deleted; the right to place limits on how it is processed and to object to the processing; the right to withdraw consent for the processing; and the right to complain to a supervisory authority.

To do so, please email the Data Controller at: office@carleone.it.

Additionally, Users may contact the Supervisory Authority in the matter of personal data protection for any violation s/he believes s/he has undergone which for Italy is the Guarantor for the protection of personal data via e-mail, at: garante@gpdp.it, by fax: 06 696773785, or by post, to the Guarantor for the protection of personal data, located in Rome (Italy), Piazza di Montecitorio n. 121.

Automated decision-making processes are not used on collected aggregate data unless to improve Website management.

Final provisions

This Policy may be subject to updates.