



## PRIVACY POLICY

pursuant to article 13 of Regulation (EU) 2016/679  
General Data Protection Regulation

By means of this document (the “**Privacy Policy Statement**”), the Data Controller, as defined below, wishes to inform you concerning the purposes and procedures for the processing of your personal data during consultation of the website of Marazzi Group S.r.l. a socio unico, accessible on the Internet at [www.ragno.it](http://www.ragno.it) (the “**Website**”) and your rights under Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (“**GDPR**”).

### 1. Identity of the Data Controller

The Data Controller is Marazzi Group S.r.l. a socio unico (“**Marazzi**” or the “**Data Controller**”) with registered office at Viale Regina Pacis 39, 41049 Sassuolo (Modena), Italy, in the person of its current legal representative.

To exercise your rights, or for any information concerning them and/or this Privacy Policy Statement, you may contact the Data Controller at the email address:  
[privacy@marazzigroup.com](mailto:privacy@marazzigroup.com)

### 2. Type of data processed, source of the data, purposes and type of processing, legal basis and consequences of a refusal

Marazzi will process personal data concerning you, which you have contributed directly, for the purposes specified below.

#### 2.1. Browsing the Website

During their normal operation, the IT systems and software procedures which operate this Website acquire some personal data, the transmission of which is implicit in the use of Internet communications protocols. Therefore, a hypothetical refusal to contribute these data would imply the impossibility of consulting the Website.

This category of data includes IP addresses or domain names of the PC’s and terminals used by users, as well as the URI/URL (Uniform Resource Identifiers/Locators) of the requested resources, the time of the request, the method utilized in presenting a request to the server, the size of the file obtained in response, the numerical code specifying the state of the response provided by the server (positive outcome, error, etc..) and other parameters concerning the operating system and the IT environment of the user.

These data, necessary for the use of web services, are also processed in order to:

- obtain statistical information concerning the use of the services (most visited pages, number of visitors by time band or per day, geographical area of origin, etc.);



- check that the services offered are operating correctly;

Navigation data are not retained for more than seven days and are erased immediately after their aggregation (unless required for the investigation of criminal offences by the Judicial Authorities).

The legal basis for the processing of your data for this purpose is the fulfilment of your request to browse the Website, pursuant to Article 6, comma 1, point b) of the GDPR, considered to be implicit simply through access to the Website; therefore, your consent is not necessary to authorise the processing.

## 2.2. Response to request for information

In the “Contact us” section of the Website and in the “Store locator”, you may voluntarily contribute some of your ordinary personal data (name, surname, email address, telephone number and address) in order to request the information you require.

If you decide to make use of this service, the Data Controller will process your personal data in order to respond to your request for information.

The contribution of your personal data for the above purpose is optional. However, if you decide not to contribute your personal data, you will be unable to obtain the information you need.

For this purpose, the Data Controller will process your personal data for the time necessary to respond to your request for information.

The legal basis for the processing of your data for this purpose is the fulfilment of your request, pursuant to Article 6, comma 1, point b) of the GDPR; therefore, your consent is not necessary to authorise the processing.

## 2.3. Registration on the Website to use specific services (“Wishlist”, “MTM”)

In specific sections of the Website (“Wishlist”, “MTM”), you may voluntarily contribute some of your ordinary personal data (name, surname, email address, password and telephone number) in order to access specific services provided by the Data Controller through these sections of the Website.

If you decide to make use of these sections of the Website, the Data Controller will process your personal data in order to provide you with the relative services you have requested.

The contribution of your personal data for the above purpose is optional. However, if you decide not to contribute your personal data, you will be unable to access the services you have requested.



For this purpose, the Data Controller will process your personal data until you decide to unsubscribe from the services by applying to the Data Controller at the contacts provided in point 1 above. Subsequently, your data will be stored, where relevant, only within the terms of the ten-year expiry requirement.

The legal basis for the processing of your data for this purpose is the fulfilment of your request, pursuant to Article 6, comma 1, point b) of the GDPR; therefore, your consent is not necessary to authorise the processing.

#### 2.4. Dispatch of Newsletters

By compiling the form in the specific “newsletter” section on the Website, or by flagging the box provided in the “Wishlist”, “MTM”, “Contact us” and “Store locator” sections, you may contribute your ordinary personal data (name, surname, email address, professional title and address) in order to subscribe to the Ragno newsletter and be regularly updated with news of initiatives, activities and projects organised by Ragno.

The Newsletter will be sent to the email address which you provided, in order to fulfil your request.

The contribution of your personal data for the above purposes is optional. However, in the event of refusal to contribute the data, the Data Controller will be unable to fulfil your request to subscribe to the Newsletter or to keep you up to date with the latest news from Ragno.

The legal basis for the processing of your data for this purpose is the fulfilment of your request, pursuant to Article 6, comma 1, point b) of the GDPR; therefore, your consent is not necessary to authorise the processing. However, you may easily object to the sending of any further newsletters and unsubscribe from the newsletter service by applying to the Data Controller at the contacts provided in point 1 above.

Your personal data will be processed until you decide to cancel your subscription to the Newsletter service.

#### 2.5. Marketing purposes

Further to the contribution of your personal data for information purposes, (point 2.2), for your registration on the Website for access to specific services (point 2.3), or for subscription to the Newsletter (point 2.4), the Data Controller assumes that you are potentially interested in being informed about Ragno’s activities, initiatives and products.

Therefore, given these circumstances, the Data Controller intends to use your personal data (name, surname, telephone number and email address) to send you marketing communications referring to Ragno’s initiatives and products, and invitations to events it has organised. These communications may be sent by traditional means (such as telephone calls) and/or by automated means (such as email, telefax, prerecorded telephone calls, SMS, MMS, instant messaging, etc.).



The use of your personal data for marketing purposes will require the issue of your specific consent, to be given by ticking the box offered to you when the data are contributed. On the other hand, the sending of marketing communications does not require your consent when it takes place using the personal data (e.g. email address) which you contributed during activities relating to the sale of similar products offered by the Data Controller, or if you are acting, as the contact for a legal person, in the context of business relations with the Data Controller; in these circumstances, the processing of your personal data is considered to be based on the prevalent legitimate interest of the Data Controller.

However, on receipt of any email, you may easily object to the sending of further communications by Ragno, by using the "If you are not interested in receiving our newsletter please click here" link in all e-marketing communications, or by contacting the Data Controller at the addresses provided in point 1 above.

Your personal data will be processed for this marketing purpose until you decide to withdraw your consent or to object to the processing, by contacting the Data Controller using the contacts provided in point 1 of this Privacy Policy Statement.

Participation in marketing initiatives is optional and your refusal will have no consequences with regard to the other purposes for which data are processed, as referred to in this privacy policy statement, but it will prevent Ragno from keeping you up to date with any further initiatives or events and about its projects and/or products.

## 2.6. Cookies and other tracking systems

The Website uses cookies; for further information kindly refer to our Cookie Policy at <https://www.ragno.co.uk/privacy-policy-copy/>.

## 3. Procedures for the processing of your personal data

Your personal data will be processed, in compliance with the provisions of the GDPR, by paper, IT and telematic means, for the stated purposes, and in all cases by procedures which guarantee the data's security and confidentiality in accordance with the provisions of Article 32 of the GDPR.

## 4. The parties to whom your personal data may be disclosed, and who may gain knowledge of them

For the pursuance of the purposes described in point 2 above, the personal data processed will be known to Marazzi's employees, contract staff and associates working in the capacity of authorised data users.

Moreover, for the pursuance of the purposes described in point 2 above, your personal data may be processed by third parties belonging, for example, to the following categories:

- a) parties which supply services for the management of the IT system, including server hosting and backup services;
- b) technical assistance service providers;
- c) other service providers;



- d) supervisory and controlling authorities and bodies, and public or private bodies in general with a public interest function;
- e) other companies belonging to the same group of companies as Marazzi, or linked to Marazzi or Mohawk Industries

In some cases, the entities in the aforesaid categories operate in complete independence as separate data controllers, while in other cases they operate as Data Processors specifically appointed by the Data Controller in accordance with article 28 of the GDPR.

Your consent is not required for the disclosure of your data to entities in the above categories operating in the capacity of independent data controllers, since it is based on the prevalent legitimate interest of the Data Controller, as the said disclosure is necessary for the pursuance of the purposes set out in point 2 above.

The complete, updated list of the entities to which your personal data may be disclosed can be requested from the Data Controller at the email address [privacy@marazzigroup.com](mailto:privacy@marazzigroup.com).

## 5. Transfer of personal data outside the European Union

For technical and organisational purposes, your data may be transferred to non-European Union member states: this transfer is, in any case, lawful since it is covered by adequacy

decisions issued by the European Commission and/or standard data protection clauses based on the models adopted by the European Commission pursuant to art. 46 of the GDPR.

You may request a copy of your data which are transferred outside the EU, and information concerning the specific safeguards adopted for individual non-EU states, from the Data Controller by applying to [privacy@marazzigroup.com](mailto:privacy@marazzigroup.com).

## 6. Your rights as data subject

With regard to the data processing described in this Privacy Policy Statement, as data subject, on the conditions set forth by the GDPR, you may exercise the rights provided by articles 15 - 21 of the GDPR, in particular:

- **right of access** - article 15 GDPR: right to obtain confirmation of whether or not personal data concerning you are being processed and, if this is the case, to obtain access to your personal data - including a copy of them - and communication, amongst other things, of the following information:
  - a) purposes of the processing
  - b) categories of personal data processed
  - c) recipients or categories of recipients to whom they have been or will be disclosed
  - d) data storage period or the criteria used



- e) rights of the data subject (rectification, erasure of personal data, restriction of processing and right to object to processing)
  - f) right to lodge a complaint with the supervisory authority
  - g) right to receive information on the origin of personal data if they have not been collected from the data subject
  - h) the existence of automated decision-making, including profiling, and
  - i) meaningful information about the logic involved, as well as the envisaged consequences of such processing for the data subject;
- **right to rectification** - article 16 GDPR: right to obtain, without undue delay, the rectification of inaccurate personal data concerning you and/or the completion of incomplete personal data;
  - **right to erasure (right to be forgotten)** - article 17 GDPR: right to obtain, without undue delay, the erasure of personal data concerning you, when:
    - a) the data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
    - b) you have withdrawn consent and where there is no other legal ground for the processing;
    - c) you have successfully objected to the processing of the personal data;
    - d) the data have been unlawfully processed;
    - e) the data have to be erased for compliance with a legal obligation;
    - f) the personal data have been collected in relation to the offer of information society services referred to in article 8, comma 1 of the GDPR.

The right to erasure does not apply to the extent to which the processing is necessary for compliance with a legal obligation or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, or for the establishment, exercise or defence of legal claims.

- **right to restriction of processing** - article 18 GDPR: right to obtain restriction of the processing, when:
  - a) the accuracy of the personal data is contested by the data subject;
  - b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
  - c) the data subject needs the personal data for the verification, exercise or defence of a right during judicial proceedings;
  - d) the data subject has objected to processing pending the verification whether the legitimate grounds of the controller override those of the data subject.
- **right to data portability** - article 20 GDPR: right to receive the personal data concerning you, which you have provided to the Data Controller, in a structured, commonly used and machine-readable format and the right to transmit those data to another controller without hindrance, if the processing is based on consent and is carried out by automated means. In addition, the right to have your personal data transmitted directly by the Data Controller to the other controller, where technically feasible.



- **right to object** - article 21 GDPR: right to object to the processing of personal data concerning you, unless there are legitimate grounds for the Data Controller to continue the processing;
- **right to lodge a complaint with the Italian Data Protection Supervisory Authority** - Garante per la protezione dei dati personali, Piazza Venezia no. 11, 00187, Rome (Italy).

The above rights may be exercised in relation to the Data Controller using the contacts provided in point 1 above. The Data Controller shall examine your request and shall inform you, without undue delay and in all cases within no more than one month of its receipt, concerning the action taken with regard to your request.

The exercise of your rights as data subject is free of charge in accordance with article 12 of the GDPR. However, in the event of requests which are manifestly unfounded or excessive, in particular because of their repetitive character, the Data Controller may

charge you a reasonable fee taking into account the administrative costs of dealing with your request, or refuse to act on the request.

Please also note that the Data Controller may request further information necessary to confirm the identity of the data subject.

#### Cookie policy

(Italian Data Protection Authority Regulations dated 8 May 2014 published in the Italian Official Gazette no. 126 on 3 June 2014, implementing Directive 2002/58/EC)

Users may also express their preferences concerning the use of the cookies present on the Website by setting their browser(s) as instructed below. Users may also set “anonymous surfing”, which enables the user to surf the Internet without saving any information about the sites and pages visited, any passwords entered or any other data or parameters. The cookies used by Marazzi Group S.r.l. a socio unico are text files which the Website transfers to the computer of the User/data subject in order to facilitate navigation. Thanks to cookies, the Website automatically recognises Registered Users, so that they do not have to log on (with their “username/email” and “password”) every time they access the Website. As stated above, cookies also record some information concerning the User/data subject’s navigation; this information is individually recorded. Cookies interfere with Users’ privacy and confidentiality. These data will be processed with the maximum confidentiality and the data will only be processed by staff duly appointed by the Data Controller, and will be neither disclosed to third parties nor disseminated.

Each User/data subject may disable cookies in their Internet browser. Many browsers are set to accept cookies unless otherwise instructed by the User/data subject. Marazzi Group S.r.l. a socio unico advises Users to check their browser settings regarding cookies and modify them to suit their preferences, while bearing in mind that it may be necessary to enable the reception of cookies in order to use some online services.



## How to disable cookies

Important Note: if the user disables all types of cookies (including technical cookies), some of the site's functions may be impaired or unavailable.

Third-party profiling	<p>For guidance on identifying and disabling the profiling cookies used on the site please go to: <a href="http://www.youronlicechoises.com">www.youronlicechoises.com</a></p> <p>Google AdWords, Double Click and Google Dynamic Remarketing: Users may disable Google's use of cookies by changing the settings available at the following links: <a href="https://www.google.it/ads/preferences">https://www.google.it/ads/preferences</a> and <a href="https://www.google.it/settings/ads/onweb">https://www.google.it/settings/ads/onweb</a></p> <p>Facebook Custom Audience: To deactivate Facebook's use of cookies, users should access their accounts / Privacy section.</p>
Third-party analytical cookies	<p>Google Analytics: <a href="https://policies.google.com/privacy?hl=en">https://policies.google.com/privacy?hl=en</a></p> <p>Google Tag Manager: <a href="http://www.google.com/intl/en/policies/privacy/">http://www.google.com/intl/en/policies/privacy/</a></p> <p>"Hotjar" <a href="https://www.hotjar.com/legal/compliance/opt-out">https://www.hotjar.com/legal/compliance/opt-out</a></p>
Social Networks	<p>Facebook (Facebook, Inc.) Like button and social media widgets:</p> <p>Facebook cookie policy: <a href="https://www.facebook.com/help/cookies/">https://www.facebook.com/help/cookies/</a></p> <p>Facebook (setup): access your account. Privacy section.</p>
To disable all types of cookies used on this website directly from your browser	<p>Chrome <a href="https://support.google.com/chrome/answer/95647?hl=en">https://support.google.com/chrome/answer/95647?hl=en</a></p> <p>Internet Explorer <a href="https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies">https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies</a></p> <p>Opera <a href="http://help.opera.com/Windows/10.00/it/cookies.html">http://help.opera.com/Windows/10.00/it/cookies.html</a></p> <p>Safari <a href="http://support.apple.com/kb/HT1677?viewlocale=it_IT">http://support.apple.com/kb/HT1677?viewlocale=it_IT</a></p> <p>Firefox: <a href="https://support.mozilla.org/it/kb/Attivare%20e%20disattivare%20i%20cookie">https://support.mozilla.org/it/kb/Attivare%20e%20disattivare%20i%20cookie</a></p>
Further information on checking, manage	<p>For more information visit: <a href="http://webcookies.org">http://webcookies.org</a> or <a href="http://www.allaboutcookies.org/manage-cookies/index.html">http://www.allaboutcookies.org/manage-cookies/index.html</a> or <a href="http://www.wikihow.com/Disable-Cookies">http://www.wikihow.com/Disable-Cookies</a></p>





and delete cookies on your device	
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If you are using a web browser not listed above, please refer to your browser's documentation or on-line guide for further information.

Users are advised that the Data Controller only acts as technical intermediary for the links provided in this document and does not assume any liability in the event of any changes.

### Cookie

Cookies are small strings of text that the sites the user visits send to his or her terminal (normally browser), where they are stored to be retransmitted to the same sites the next time the same user visits them. As well as cookies, the Italian Data Protection Authority regulation also refers to other, similar tools (web beacons/web bugs, clear GIF or other tools) which allow the user or terminal to be identified.

When the user is browsing a site, his or her terminal may also receive cookies sent by other sites or web servers ("third party" cookies), which may carry materials (such as images, maps, sounds, specific links to pages in other domains, etc.) present on the site he or she is visiting. Users' browsers generally contain large numbers of cookies, which also persist for a considerable period of time. They are used for a variety of purposes, such as IT authentication, session monitoring and the storage of data on specific configurations relating to users accessing the server, etc. More information about cookies is available at [www.allaboutcookies.org](http://www.allaboutcookies.org).

To regulate cookies correctly, it is necessary to distinguish between them; since there are no technical characteristics which differentiate them, the only criterion is that of the aims pursued by the organisations using them. Italian legislation also takes this approach, since in implementation of the provisions of Directive 2009/136/EC, it requires sites to acquire users' prior, informed consent to the installation of cookies used for purposes other than purely technical functions (see art. 1 (5) (a) of Legislative Decree no. 69 dated 28 May 2012, which amended art. 122 of the Data Protection Law).

More information about the cookies used by <https://www.ragno.co.uk/>

When you visit this site, both first party cookies (generated and used by this site) and third party cookies (generated on this site by third parties) may be transferred to your computer or other device. Please note that disabling some cookies may restrict your ability to use the site and prevent you from getting full benefit from the functions and services present. To help you to decide which to accept and which to reject, the following is a description of the cookies used by <https://www.ragno.co.uk/> the Data Controller is not responsible for subsequent amendments and additions to the disclaimers/policies and changes in the modes of operation of third-party cookies.



## Types of cookie

Navigation cookies - First party cookies	These cookies enable the user to navigate and use the website normally and allow the user's browser to connect to the server. These cookies enable the site to function correctly and allow its contents to be viewed on the device used. Without these cookies some functions requested, such as log-in to the site or creation of an on-line shopping cart, might not be available. <i>Navigation cookies are technical cookies and are necessary for the site's operation.</i>
Functional cookies - First party cookies	These are cookies stored on the computer or other device which record the user's requests and choices to enable them to remind him/her of them, to provide an optimised, personalised browsing experience within the service or access to this site (e.g. password recollection in restricted areas, memorisation of the products in the shopping cart so that they will still be there at the next session, saving of the language selected, display of a video or the possibility of commenting on the blog, etc.). <i>Functional cookies are not essential for operation of the site, but they improve the navigation quality and the user's experience.</i>
Analytical cookies – Third party cookies	These are cookies which may acquire information about how the user uses the website, such as which web pages he or she visits most often. This site uses third-party cookies: "Google Analytics", a statistical analysis service delivered and managed by Google. The Google Analytics system used on <a href="https://www.ragno.co.uk/">https://www.ragno.co.uk/</a> has been set up with the aim of reducing the cookies' identifying power and the functions which allow the third party to cross-correlate information have also been disabled. With these settings, cookies of this kind are equivalent to technical cookies. Useful addresses for a full understanding of the Google Analytics privacy policy: - <a href="http://www.google.com/analytics/terms/it.html">http://www.google.com/analytics/terms/it.html</a> - <a href="https://policies.google.com/privacy?hl=en">https://policies.google.com/privacy?hl=en</a>



<p>“Hotjar”</p>	<p>This service helps to improve users experiences on the <a href="https://www.ragno.co.uk/">https://www.ragno.co.uk/</a> website. Useful addresses for a full understanding of the Hotjar privacy policy: <a href="https://www.hotjar.com/legal/policies/privacy">https://www.hotjar.com/legal/policies/privacy</a></p>
<p>Social Network cookies - Third party cookies</p>	<p>These cookies allow the user’s social network account to interact with this site <i>and are not essential for its operation</i>. They are generally used to allow the sharing of contents on social networks. Plugins involve the transmission of cookies to and from sites managed by third parties. The use of the information acquired by third parties is regulated by the relative privacy policies, which should be consulted. For greater transparency and convenience, the web addresses of the various privacy and cookie policies are provided below. Facebook (Facebook, Inc.) Like button and social media widgets. The Facebook “Like” button and social media widgets are services which enable users to interact with the Facebook social network, supplied by Facebook, Inc.. For more information Facebook cookie policy: <a href="https://www.facebook.com/help/cookies">https://www.facebook.com/help/cookies</a> Facebook (setup): access your account. Privacy section.</p>
<p>Profiling cookies - Third party cookies</p>	<p>These cookies allow the creation of user profiles and are used to send advertising messages in line with the preferences expressed by the user when browsing the web. While users are browsing this site, these cookies are useful for showing them products of interest to them or similar to those displayed. <i>This type of cookie is not essential for operation of the site</i>. Third-party cookies, meaning cookies sent by third-party companies, are present on this website, <a href="https://www.ragno.co.uk/">https://www.ragno.co.uk/</a>. Marazzi Group S.r.L. a socio unico has no control over the information supplied by these cookies and does not have access to these data. These data are controlled by the third-party companies in</p>



	accordance with their respective privacy policies.
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The following are present on this site:

AdWords (Google): for more information –  
<https://support.google.com/adwordspolicy/answer/143465> and <https://policies.google.com/technologies/ads?hl=en> and <https://policies.google.com/privacy?hl=en>)

Google Dynamic Remarketing

For more information please see

<https://policies.google.com/technologies/ads?hl=en> and <https://policies.google.com/privacy?hl=en>)

Facebook Custom Audience: for more information Facebook cookie policy: <https://www.facebook.com/help/cookies/>

18/12/2018