

Privacy Policy pursuant to article 13 of EU Regulation 2016/679 - GDPR - Privacy Policy for the processing of personal data collected from the data subject

REASON FOR THE NOTICE

As set forth by EU Regulation 2016/679 (General Data Protection Regulation GDPR) we hereby provide the following information on how and why we process the personal data. This privacy policy complies with the provisions of article 13 GDPR. The information is not to be considered valid for other websites that may be consulted through links on the owner's domain websites, which is not to be considered in any way responsible for third party websites. This is an information also inspired by the provisions of Directive 2002/58 / EC, as updated by Directive 2009/136 / EC, on the subject of Cookies, and EDPB Guidelines 05/2020 on consent based on the GDPR, adopted on 04.05.2020.

Processable Personal Data:

«**personal data**» means any information relevant to an identified or identifiable natural person («data subject»); a natural person is considered to be identifiable when the same may be identified, either directly or indirectly, for example by a name, identification number, location, an online ID or one or more details of the physical, physiological, genetic, psychological, economic, cultural or social identity thereof (C26, C27, C30 GDPR).

Contractor's data.

Navigation data

IT systems and software procedures designated for the operation of this website acquire, in their routine course of functioning, certain personal data the transmission of which is intrinsic to internet communication protocols. This information is not collected to be associated with identified data subjects; however, by its very nature, and by means of processing and association with data held by third parties, it may permit a user to be identified. Falling into this category are IP addresses or the domain names of computers utilised by users connecting to the site, URIs (Uniform Resource Identifier) for the requested resources, the time of the request, the method used to submit the request to the server, the dimensions of the file obtained in response thereto, the numeric code identifying the status of the server's response (success, error, etc.), and other parameters relating to the operating system and the user's IT environment.

Data disclosed voluntarily by the data subject

The optional, express, and voluntary sending of messages to the addresses listed as contact information on this site and/or the filling out of data-collection forms, implicates the subsequent acquisition of the sender's address, which is necessary to respond to the requests, as well as any other personal data entered therein

Cookies. What are cookies? Why are cookies used?

please view the Cookies Policy appearing on the footer of the website, and available through the following [link](#).

1. Pursuant to articles 4 and 24 of EU Regulation 2016/679, the **DATA CONTROLLER** is **Mitsubishi Electric Europe B.V.**, with registered offices at 1119NS Schiphol – Rijk Capronilaan 46, the Netherlands, and branch office in Agrate Brianza, Viale Colleoni no. 7, Colleoni Center, Palazzo Sirio, represented by its legal representative, to whom you may write c/o e-mail privacy@it.mee.com

2. A DATA PROTECTION OFFICER (DPO), pursuant to articles 37 – 39 of EU Regulation 2016/679 has been appointed, to whom you may write c/o: MEU.DMO@mecc.mee.com

3. PURPOSE AND LEGAL BASIS OF PROCESSING Your personal data will be processed in compliance with applicable laws as set forth by article 6 of EU Regulation 2016/679 for the following purposes:

A) for managing of the service requested, Service (returns form), Technical support, Help/ contact us, download various insights, documentation, videos, etc. and for the relevant administrative and accounting purposes; **LEGAL BASIS** is the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (art.6 paragraph 1 letter b) GDPR)

B) Direct marketing: subject to your consent and until you withdraw such consent or opt-out, MITSUBISHI ELECTRIC EUROPE BV will send you newsletters, commercial, promotional and information messages, market research and analyses, messages about events, invitations or similar messages by e-mail, text messages or telephone through a call centre, or may send you such information through the postal service

The **LEGAL BASIS** of processing is your consent (article 6 paragraph 1 (a).

C) which allows us to analyse your profile, area and sector of belonging, creation of clusters, your purchasing habits and choices, in order to create loyalty and to improve the services and products we offer, and send you information that may be of interest to you, ensuring more personalised services. The processing of personal data may involve our

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customer care services, consisting of personalized and courtesy services. Such purposes are also attained by entering the same in the company CRM database and such data, including your purchasing data, will be processed by the persons in charge of processing and other branch offices.

The **LEGAL BASIS** of processing is your consent (article 6 paragraph 1 (a)).

4. RECIPIENTS OR CATEGORIES OF RECIPIENTS OF YOUR PERSONAL DATA The personal data will be disclosed to recipients, who will process the data as data processors (article 28 of EU Regulation 2016/679) and/or as natural persons acting under the authority of the Data Controller and Data Processor (article 29 of EU Regulation 2016/679), for the above purposes as listed by point 3. More specifically, your personal data will be disclosed to: - companies of the Group; to platform managers (including webinars); - the sales/distribution network in the territory; - firms or persons who provide management services for the IT system and communication networks (including e-mail); - firms or Companies who provide assistance or consulting services; - the competent authorities for fulfilment of legal obligations and/or to comply with an order of the public authorities, if requested; for administration and accounting purposes, and in this case your personal data may be disclosed to credit rating companies to evaluate your solvency and payment history and/or credit recovery companies. The above categories of recipients act as Data Processors, or separate and independent Data Controllers. The list of Data Processors is constantly updated and may be requested from the head office of the above data controller, or by sending an e-mail to privacy@it.mee.com

5. TRANSFER OF DATA TO A THIRD COUNTRY AND/OR INTERNATIONAL ORGANIZATION AND GUARANTEES Your personal data may be transferred to a non-SEE country, in order to comply with the above purposes. Your personal data will be transferred in accordance with articles 44 et sequitur of EU Regulation 2016/679, and more specifically to third countries organizations that provide appropriate safeguards or entities providing adequate guarantees, using standard contract clauses (SCC) as established by the EU Council. The data subject may obtain information about the safeguards relevant to the transfer of data by sending an e-mail to privacy@it.mee.com

6. RETENTION OF PERSONAL DATA OR CRITERIA TO DETERMINE THE RETENTION PERIOD Your personal data will be processed with manual and automated methods, and with tools that guarantee the highest possible level of security and confidentiality, by specifically appointed persons in charge of processing.

As set forth by the provisions of article 5 paragraph 1 (e) of EU Regulation 2016/679, your personal data are retained in a format that permits identifying the data subject and will be retained for a period of time not exceeding that necessary for the purposes for which the data are collected and processed. The length of time we retain your personal data depends on the purpose of processing: - browsing this website (see cookie policy); - accounting administrative purposes (10 years) - contact requests (maximum 1 year); - direct marketing (until you withdraw your consent or opt-out); - profiling (max 5 years or until you withdraw your consent), period of time determined on the basis of criteria that the data subject may request information by writing to privacy@it.mee.com

7. WHAT ARE MY RIGHTS? HOW CAN I EXERCISE MY RIGHTS?

You may assert your rights as enumerated in Art. 15 et seq. of the GDPR, by writing to the DPO at privacy@it.mee.com or by contacting the Data Controller. You have the right, at any time, to request access to your personal data (Art. 15), rectifications (Art. 16), data erasure (Art. 17), and restriction of processing (Art. 18). The Data Controller shall disclose (Art. 19) to each recipient to whom personal data has been transferred any rectification or erasure or processing limitation to be made. The Data Controller shall advise the data subject of such recipients upon the data subject's request. You have the right to data portability in certain enumerated cases (Art. 20); in such cases, the data will be provided to you in a structured, commonly used, machine-readable format. You have the right to object in certain cases (Art. 21) at any time, to any processing based on legitimate interest; in certain cases, you have the right to withdraw your consent, without prejudice to the lawfulness of any processing based on such consent prior to revocation.

At any time you can withdraw your consent in relation to direct marketing communications by writing to the email privacy@it.mee.com for automated direct marketing communications (e-mail) an e-mail with the subject "cancellation from automated" or use our automatic cancellation systems designed for e-mails only. In order not to receive targeted communications / profiling, you can withdraw your consent by writing to the e-mail privacy@it.mee.com with the subject "no profiling".

Should you believe that any personal-data processing performed by the Data Controller violates EU Regulation no. 2016/679, you as the data subject have the right to lodge a complaint with the data protection authority, either in the Member State where you habitually live or work, or in the location where the alleged violation of the regulation occurred or to file suit in a court of proper jurisdiction.

Public Information

There is no existence of an automated decision-making process

8 PROVISION OF YOUR PERSONAL DATA You are free to provide personal data. The provision of personal data for point 3A) is necessary. Failure to provide personal data for point 3A) will make it impossible to use the services offered by the data controller. The provision of data for point B) and / or C) is optional. The refusal will not allow the data to be processed for the purposes indicated in points B) and / or C), but will not affect the possibility of using the services referred to in point A).

Date of update 8 September 2021

Pursuant to section 6 and 13, of EU Regulation 679/2016:

Public Information