



PERSONAL DATA PROCESSING INFORMATION NOTICE

Pursuant to Article 13 of the Regulation on the Protection of Personal Data (EU) 2016/679 (hereinafter also "Regulation" or "GDPR") with this document **Organismo degli Agenti e dei Mediatori** (hereinafter also "OAM" or "Data Controller") wishes to inform you on purposes and methods of the processing of your personal data and your rights as data subject.

1. Who are the Data Controller and the Data Protection Officer

The Data Controller is **Organismo degli Agenti e dei Mediatori** with registered office in Rome, 00185, Via G. Galilei nr. 3, e-mail: info@organismo-am.it.

The Data Controller has appointed a **Data Protection Officer ("DPO")** whom you may contact for any information or request relating to the processing of your personal data at: OAM., Office of the Data Protection Officer - Via G. Galilei nr. 3, 00185 Rome, e-mail PEC: rpd@pec.organismo-am.it.

2. Which categories of personal data are processed

For the purposes set out below, OAM processes personal data collected directly from you, or from third parties, which include, for example, **personal data** (first name, last name, residence and home address, date and place of birth, nationality, identity document, tax code), **contact data** (email, landline phone, cell phone, social network, messaging services /voip), **image data** (photo on identity card) and other data referred to the categories above.

3. Purpose of processing and legal basis

The processing of your personal data (acquisition, recording and storage, also in automated form) is necessary for the activation and provision of services requested by you, for the performance of relevant activities and for the fulfillment of related legal obligations, that OAM is required to observe in relation to the registration and management of the public lists of financial agents and credit brokers, the Register of money-changers and gold buyers, as well as for the performance of tasks of public interest also covered by the primary legislation for the functions of supervisory authority exercised by the OAM.

The legal basis of the processing is, therefore, to be found in Article 6, paragraph 1, letters b), c), e) of Regulation (EU) 2016/679.

OAM • Organismo per la gestione degli elenchi degli Agenti in attività finanziaria e dei Mediatori creditizi

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4. Nature of providing personal data and consequences of a refusal to provide such data

The provision of your personal data is a necessary requirement for access to private area, for the use of OAM services and for the execution of the activities related to the registration into recognized public Lists and Registers, as required to OAM by sector legislation.

Failure to provide your data will therefore make it impossible for you to proceed with the registration in the such recognized public Elenchi/Registers.

5. Retention period of your personal data

The Data Controller will retain your personal data only for the time necessary to achieve the purposes for which they were processed and, where required, for the time during which the Data Controller is subject to data retention obligations in accordance to law provisions.

Notwithstanding, however, pending litigation or requests by the authority, in which case the data will be kept until the end of the litigation or the fulfillment of the authority's request.

6. In what way your personal data will be treated

The processing of your personal data will take place, in compliance with the provisions of Regulation (EU) 2016/679, both by means of printed media and through the use of computer and tools, with rationale and through forms of organization of the data strictly necessary and related to the tasks and purposes indicated and, in any case, with methods suitable to ensure their security and confidentiality in accordance with the provisions of Article 32 Regulation (EU) 2016/679.

In no case will your data be treated with processes involving automated decisions or with profiling processes.

7. To what subjects your personal data may be communicated and who may have knowledge of them

For the pursuit of the purposes described in paragraph 3 above, your personal data will be known by employees, associated staff and collaborators of the Owner, who will operate as persons authorized to process personal data.

In addition, your personal data will be processed by third parties, professionals and companies, which provide outsourced services to the extent of their expertise:

- a) subjects in charge of management and maintenance of technological and application infrastructures, such as server hosting, backup, services, OAM website, etc.;
- b) subjects in charge of managing the software to ensure compliance with European Regulation (EU) 2016/679;



- c) subjects entrusted with the services of reconciliation of payments, judicial and extrajudicial recovery of fees and contributions due by those registered in the Lists and Registers managed by OAM;
- d) subjects entrusted with the professional services relating to the examination and assessment tests of the recipients of the tests pursuant to sector regulations;
- e) subjects entrusted with the management of payroll services and fulfilment of labour relations as well as personnel management consultancy;
- f) supervisory and control authorities and bodies.

The subjects belonging to the above categories handle personal data in some cases as Data Controllers (providing information notice on personal data processing and protection directly to the data subjects), in other cases as Data Processors appointed by the OAM in accordance with Article 28 Regulation (EU) 2016/679.

A complete and updated list of the Data Processors can be requested by Data Subjects to the Data Controller or to the DPO, at the references mentioned in point 1 above.

8. Transfer to third countries or international organizations

Your data are processed by OAM exclusively within the European Union.

9. What rights do you have as a data subject

In relation to the processing described in this Policy, as a data subject you may, within the limits and under the conditions set out in Regulation (EU) 2016/679, exercise the rights set out in Articles 15 to 22 of Regulation (EU) 2016/679 and, in particular, the following rights:

- **Right of access by the data subject** – pursuant to Article 15 Regulation (EU) 2016/679 the right to obtain confirmation as to whether or not personal data concerning you are being processed and, if so, to obtain access to your personal data - including a copy thereof - and communication of, among others, the following information:
 - a) purpose of processing;
 - b) categories of personal data processed;
 - c) recipients to whom the data have been or will be communicated;
 - d) where possible, the data retention period or criteria used;
 - e) rights to request rectification or erasure of personal data or restriction of processing or to object to processing;
 - f) the right to lodge a complaint with the supervisory authority;
 - g) the right to receive information on the origin of personal data if they have not been collected from the data subject;
 - h) the existence of an automated decision-making process, including profiling;

- **Right to rectification** – pursuant to art. 16 GDPR the right to obtain from the controller without undue delay the rectification of inaccurate personal data concerning him or her and/or to have incomplete personal data completed;
- **Right to erasure (“right to be forgotten”)** – Pursuant to art. 17 Regulation (EU) 2016/679 the right to obtain from the controller the erasure of personal data concerning him or her without undue delay where one of the following grounds apply:
 - a) the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
 - b) there is no longer any legal basis for the treatment;
 - c) You have successfully objected to the processing of personal data;
 - d) the personal data have been unlawfully processed,
 - e) the data must be deleted in order to comply with a legal obligation;
 - f) the personal data has been collected in relation to the provision of information society services as referred to in Article 8(1) of Regulation (EU) 2016/679.

The right to erasure does not apply insofar as the processing is necessary for the performance of a legal obligation or for the performance of a task carried out in the public interest or for the establishment, exercise or defence of legal claims;

- **Right to restriction of processing** – pursuant to Article 18 of Regulation (EU) 2016/679 the right to obtain the restriction of processing, when:
 - a) the data subject contests the accuracy of the personal data;
 - b) the processing is unlawful and the data subject opposes the erasure of the personal data and requests instead that their use be restricted
 - c) personal data are required by the data subject for the establishment, exercise or defence of legal claims;
 - 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** – Pursuant to art. 20 Regulation (EU) 2016/679, the right to receive the personal data concerning him or her, which he or she has provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, the processing is based on consent and is carried out by automated means, and the right to have the personal data transmitted directly from one controller to another, where technically feasible;
- **Right to object** – Pursuant to art. 21 Regulation (EU) 2016/679: The right to object, at any time, to the processing of personal data - including profiling - carried out in pursuit of a legitimate interest of the Data Controller. In case of opposition, your personal data will no longer be processed, unless there are legitimate reasons for the Controller to continue to process it, which prevail over the interests, rights and freedoms of the person concerned or for the establishment, exercise or defense of legal claims;
- **right to withdraw explicit consent**, at any time, where previously granted;
- **right to lodge a complaint** or to file a report to the Supervisory Authority for the protection of personal data, Piazza Venezia n. 11, 00187, Rome (RM) according to the modalities indicated on the website www.garanteprivacy.it.



The above rights may be exercised by contacting the Data Controller or the DPO, at the references mentioned in point 1 above.

The Controller will process your request and provide you, without undue delay and, in any case, at the latest within **one (1)** month from the receipt of the request, with the information concerning the action taken with regard to your request. This deadline may be extended by **two (2)** months, if necessary, taking into account the complexity and number of requests, but in such cases OAM will provide at least **one (1)** month's interim communication.

The exercise of your rights as data subject is free of charge pursuant to Article 12 Regulation (EU) 2016/679. However, in the case of manifestly unfounded or excessive requests, also due to their repetitiveness, the Data Controller may charge you a reasonable expense contribution, in light of the administrative costs incurred to handle your request, or deny your request.

We would like to inform you that the Data Controller may request to you further information before processing your request in order to confirm your identity.