

## **Why the Present Document**

The present document describes how personal data of users are processed in this website. Data are processed in compliance with lawfulness and fairness requirements and with the applicable regulations principles of need, fairness, lawfulness, transparency and confidentiality) strictly in line with the aims set forth in this privacy policy.

Personal data are processed by illycaffè S.p.A. (hereinafter referred to as "illycaffè" or the "Company") also building on technology innovation with a view to minimizing – with proper prevention measures – the risk of destruction or loss, including accidental loss, unauthorised access of data or processing actions which are illegal or incompatible with the aims for which data have been collected. Data will only be processed to achieve the aims described in this privacy policy and in other policies notified to users as their data are collected.

Data are retained and processed for the time required to achieve the aims of the processing and in compliance with any applicable regulations. Data may also be filed in databases, including IT databases.

This privacy policy is also intended as a summary notice, pursuant to Regulation (EU) 2016/679 to users of web services of this website to protect personal data that may be accessed electronically on:

[servicetraining.illy.com](http://servicetraining.illy.com)

the opening page of this website.

This privacy policy is strictly referred to the present website, not for other websites that users may access by clicking on the relevant links. These websites are independent data controllers and therefore reference must be made to the relevant policy.

This privacy policy is also based on the recommendation n. 2/2001 that the European Data Protection Authorities – i.e. members of the Working Group set up in line with article 29 of the directive 95/46/EC – adopted on 17 May 2011 to identify a series of minimum standards on online collection of personal data, in particular procedures, time limits and nature of data. Data controllers are required to provide users with the relevant information when they visit their web pages irrespective of the aims of the access.

The server hosting the website is located at: Engineering.IT - Via Carlo Viola 76 - 11026 Pont Saint Martin (AO) Italy.

In addition to server address, the data may be processed at the headquarters of illycaffè S.p.A. or and at the offices of the data processors appointed by illycaffè S.p.A. (as well as on the premises of third parties to whom the data can be communicated in quality of independent data controllers and that are indicated in such policy or in appropriate privacy policy statement inside of the site).

## **Type of processed data and processing procedures**

### **Navigation Data**

IT systems and software procedures of this website, in the framework of their regular operation, acquires some personal data whose transfer is implicit in the use of Internet communication protocols.

These data are not collected with a view to linking them to their holders. However, these are data that, by their very nature, with processing and cross-reference with data of third parties, may identify users.

This data category includes IP addresses or domain names of computers of users visiting the website, URI (Uniform Resource Identifier) addresses of required resources, the time of the request, the method used to send the request to the server, the size of the obtained file, the numeric code on the reply to status of the server (sent, error, etc.) and other requirements of the operative system and the IT environment of users.

These data are used by illycaffè with the exclusive aim of collecting anonymous statistical information on the website use and to supervise its smooth operation, and they are deleted immediately after processing. Data may be used to determine any liability in the event of IT crimes against the website or, in general, against the Company.

Data may be processed on paper, manually, with IT and electronic means (therefore, illycaffè may file data both on paper and IT support).

## **Cookies**

### **Definition of cookies**

Cookies are small text files that are sent to your computer.  
The site in question uses the following types of cookies:

#### Technical cookies

They are cookies essential for the proper operation of the website. These cookies allow you to provide the services requested by users and to browse the site using its best performance. This type of cookie cannot be disabled because it is necessary for the proper operation of the site.

#### Analytics cookies

They are cookies that provide analysis and statistics on the use of the website and flow of visitors. These cookies come under the category of technical cookies if there is no possibility of directly identifying (singling out) the data subject through their use, which is equivalent to preventing the use of analytics cookies that, due to their characteristics, may result in direct and unique identifiers.

Cookie name	Type of cookie	Company	Purpose	Retention time
illytraining	Technical	illycaffè	This cookie enables the user to maintain his "logged in" status after his credentials have been checked on the login page.	30 minutes
_ga	Analytic	illycaffè	These cookies are used to limit the number of requests and to distinguish unique users by assigning a randomly generated number as a client identifier. They are included in every page request for a site and are used to calculate visitor, session, and campaign data, for website data analysis reports. They will also be used to store data on ad clicks when auto-tagging is on. <b>Policy</b> <b>URL:</b> <a href="https://policies.google.com/technologies/cookies">https://policies.google.com/technologies/cookies</a>	730 days
_gid	Analytic	illycaffè	These cookies are used to limit the number of requests and to distinguish unique users by assigning a randomly generated number as a client identifier. They are included in every page request for a site and are used to calculate visitor, session, and campaign data, for website data analysis reports. They will also be used to store data on ad clicks when auto-tagging is on. <b>Policy</b> <b>URL:</b> <a href="https://policies.google.com/technologies/cookies">https://policies.google.com/technologies/cookies</a>	1 day
_gat	Analytic	illycaffè	The Google Universal Analytics javascript library uses cookies to anonymously distinguish unique users and to manage the frequency of requests to the server. <b>Policy</b> <b>URL:</b> <a href="https://policies.google.com/technologies/cookies">https://policies.google.com/technologies/cookies</a>	Session

illycaffè's cookies are processed with electronic means.

#### How to delete Cookies

Most browsers allow you to reject/accept cookies. Below we present some practical information to disable cookies on major web browsers.

##### Chrome

1. Select the top right icon to open the personalization dropdown menu
2. Select *More tools*.
3. Select *Clear browsing data*.
4. In the box that appears, select "Cookies and other site and plug-in data," and "Cached images and files."
5. On the menu box at the top, select "beginning of time" to delete everything.
6. Select *Clear browsing data*.

##### Mozilla Firefox

1. Go to 'Tools' in the menu bar
2. Click on 'Options'
3. Click on 'Privacy Tab'
4. Click on "Clear Now"
5. Select "Cookies"
6. Click on "Clear Private Data Now"

##### Internet Explorer

1. Select "Tools"
2. Select "Internet Properties"
3. In "General" tab select "Delete..."
4. Select the option "Cookie"
5. Select "Delete"

#### Safari

1. Click Safari then Preferences. Click on 'Privacy.'
2. Click on 'Details.'
3. You will see a list of websites that store cookies. You can remove single sites by clicking the 'Remove' button and selecting a site. If you want to clear all cookies, click 'Remove All.'
4. When you have finished removing sites, click 'Done.'

#### **How to browse without cookies**

##### Google Chrome

1. Select the top right icon to open the personalization dropdown menu
2. Select "New Incognito Window"

##### Mozilla Firefox

1. Select the top right icon to open the personalization dropdown menu
2. Select "Select New Private Window"

##### Internet Explorer

1. Select "Tools"
2. Select "Safety"
3. Select "InPrivate Browsing"

#### Safari

1. Select the Gear icon to open the personalization menu
2. Select "Private Browsing..."
3. Click OK

#### **Data that users provide on a voluntary basis**

For any request for materials, illycaffè may disclose the relevant data for the delivery to the mail /courier companies. illycaffè may process data, whether on paper or on IT support, both manually and with other IT or electronic means.

#### **Data Controller and Data Protection Officer**

The Data Controller is illycaffè S.p.A., having its registered office in via Flavia 110, Trieste, phone number +39.040.3890.111, fax number +39.040.3890.490, e-mail: [infoprivacy@illy.com](mailto:infoprivacy@illy.com). There is also a Data Protection Officer available at the email address [dpo@illy.com](mailto:dpo@illy.com) and at the addresses of the Company.

#### **Rights**

We inform you that the GDPR provides the possibility for the data subject to ask the Data Controller (at the above addresses) access to personal data and rectification of them, erasure of data or restriction of processing concerning him/her, data portability; the data subject may also have the possibility to object to the processing of data and to exercise the other rights contained in Chapter 3 Section 1 of the GDPR including the right to withdraw consent, where applicable: the withdrawal of consent does not affect the lawfulness of the processing based on consent given before revocation.

#### **Complaints**

The data subject, if he thinks that the processing of his personal data infringes the provisions of the GDPR and of privacy laws, can always lodge a complaint with the Italian Data Protection Authority, whose references can be found on the website [www.garanteprivacy.it](http://www.garanteprivacy.it).

#### **Legal Basis**

The legal basis consists of legal obligations (Italian and European laws) as well as the legitimate interests of the Data Controller in the relationship with the user. Furthermore, for the purposes for which consent is provided, the legal basis is the consent itself.

#### **Notice and Disclosure Scope**

No data from the web service (i.e., the above navigation data) may be notified or disclosed (except for notification to the judiciary or the police, if required).

For any other processing, the data may be disclosed on behalf of illycaffè, each for own role, to all subjects delegated by illycaffè (administrative staff, staff in charge of external relations, IT staff that may also be system managers, IT experts, also external to the Company that may also be system managers, staff of the enveloping and mailing department also external to the Company, staff of Data Processors, staff of the Internet website administration, also external to the Company, attorneys, also external to the Company, staff of the legal office) and to Data Processors (e.g. outsourcers in charge of mailing, administration and maintenance of servers, website administration). The list of Data Processors is always available by contacting the Data Controller.

If needed, illycaffè may disclose data to the judiciary or to the police or to any other organisation requiring them pursuant to the law, the regulations in force or EU regulations or to defend any right in the appropriate jurisdiction.

**Specific Notices**

As already mentioned, specific summary information is available on the site in the pages of the site prepared for services on request. Please also refer to this information that integrate this policy.

This privacy policy is updated to 4<sup>th</sup> of February 2022. Such update is carried out inside of policy of constant review of the informative ones. The versions of the previous policy statements are available writing to Data Controller (e-mail [dpo@illy.com](mailto:dpo@illy.com)).