



Information to Wholesale Customers provided by TIM pursuant to the laws regarding the protection of Personal Data

Dear Customer,
in pursuance to Regulation 2016/679/UE (General Data Protection Regulation – hereinafter as “GDPR”) and the applicable provisions of Legislative Decree 196/2003 (so-called Personal Data Protection Code), Telecom Italia S.p.A., hereinafter as “TIM”, herewith provides you with the information regarding the processing of your data and, where you act as representative, that of your affiliate companies in the name and on behalf you are acting.

1) Purpose of the processing and storage of traffic data

Data relating to telephone and/or electronic communications traffic (so-called “traffic data”) shall be processed by TIM for the provision of electronic communication services and related assistance, billing, management of possible complaints and disputes, fraud prevention and management of delayed payments or of default in payments, exercise or defence of its rights in court and fulfillment of obligations under laws, regulations or EU legislation, as well as provisions arising under statutory requirements by Authorities or by other legitimized entities

The processing of traffic data is necessary in order to achieve the above mentioned purposes; failure to provide such or data which is incomplete or inaccurate may result in the impossibility for TIM to activate or deliver the services requested.

Telephone traffic data and/or electronic communications traffic data shall be retained for: a) a period no longer than six (6) months as from the date of the communication for billing and/or for claim of payments purposes, subject to additional retention as may be specifically necessary on account of a claim also lodged with judicial authorities; b) the period specified in the possible contracts you signed for the purpose of the provision of value added services and for marketing electronic communications services; c) seventy-two (72) months as from the date of the communication for criminal purposes.

2) Additional purposes for personal data processing with the Customer’s prior consent

In the event you have given your consent upon activation of the service requested or at a later stage, your data, including traffic data, and, where you act as representative, that of your affiliate companies may be processed by TIM, by automated means of contact (such as sms, mms, fax, calling systems, email and web applications), for the purposes of sending advertising materials, direct marketing, carrying out of market researches and business communication, with regard to the offer of TIM’s products and services.

Moreover, in event you have given your consent, your individual and detailed data (including traffic data and internet browsing data) and, where you act as representative, that of your affiliate companies may be processed by TIM for profiling activities to identify, also by automated processing, your specific behaviours and consumption habits and those of your affiliate companies in order to improve services supplied, meet your needs and those of your affiliate companies and address the commercial proposals of interest. It remains still the possibility for TIM to process such data in aggregate form in compliance with the measures provided by Italian Data Protection Authority and under the specific exemption from the consent provided by the same Authority, for analysis and electronic processing (i.e. classification of customer base in homogeneous categories for levels of services, consumption, expenditure, etc..) in order to periodically monitor the development and the economic trend of activities of TIM, orient its industrial and business processes, improve services and pricing plans, design and perform the marketing communication campaigns. Furthermore, upon prior anonymization, the aforesaid data may be processed with the sole purpose of producing statistical analysis, without any direct effect on individual customers.

3) Additional purposes for data processing with the Customer’s prior consent for receiving third party advertising from TIM

In event you have given your additional and specific consent upon activation of the service requested or at a later stage, your data, including traffic data, and, where you act as representative, that of your affiliate companies may be processed by TIM to communicate and/or send, by automatic means of contact (such as sms, mms, fax, calling systems, email and web applications), third party advertising material and commercial information.

4) Withdrawal of consent

The providing of data and consent to use it for purposes referred to previous points 2) and 3) is not compulsory, but it can help us to improve our products and services. Anyway you may verify and withdraw your consent for such purposes at any time by sending an e-mail to the following address: infowholesale@telecomitalia.it. Following your refusal or withdrawal of such consent, TIM shall process your data and, where you act as representative, that of your affiliate companies strictly for the purposes described previously in point 1).

5) Procedures and logic applied to data processing

The processing of data shall be carried out manually and/or by electronic or automated means, on the basis of logic of organization and processing of your data, including traffic data, and, where you act as representative, that of your affiliate companies relating to the purposes described above, and in any event, in order to ensure the security and the confidentiality of the data and of the communications. In particular, data shall be processed by automated procedures: (i) to profile customer who have given consent to address the commercial proposals of interest; (ii) to make a decision about the provision or not of the products/services requested and the management of delayed payments or of default in payments.

6) Controller, Data Protection Officer and Persons authorized to process personal data in TIM

The Controller of your data and, where you act as representative, that of your affiliate companies, is TIM S.p.A., with registered offices in via Gaetano Negri, n. 1 - 20123 Milan. TIM has appointed a Data Protection Officer for the Telecom Italia Group, domiciled in TIM, via Gaetano Negri n. 1 - 20123 Milan, and who may be contacted by sending an email to the following address: dpo.clientiwholesale.tim@telecomitalia.it. The updated list of contact details of the Data Protection Officer may be consulted by clicking on the "Privacy" link on the www.telecomitalia.com website.

Your data and, where you act as representative, that of your affiliate companies shall be processed by employees of the following departments: Customer Care, Sales, Marketing, Billing, Fraud Prevention, Network and Information Technology. Employees and operators, who operate under the direct authority of the respective "Data Processors", have been designated "Officers" and have received adequate operating instructions in such regard.

7) Categories of third parties to whom personal data may be communicated as Controllers or who may acquire such data as Processors

In addition to TIM employees, your data and, where you act as representative, that of your affiliate companies, may be processed by third parties, including the Companies of the Telecom Italia Group, to whom TIM assigns certain activities (or parts of them) for the purposes referred to in point 1) above and, in the event that you have given the consent, for additional purposes referred to in points 2) and 3). Such third parties may also be established abroad, in EU and non EU countries; in this latter case, the data transfer is carried out on the basis of a decision by the European Commission regarding the adequacy of the level of data protection of non EU countries or on the basis of appropriate and suitable safeguards as provided by articles 46 or 47 of the GDPR (i.e. signing of standard data protection clauses adopted by the European Commission) or other conditions for the lawfulness of the transfer as provided by article 49 of the GDPR. Such third parties either act as independent Controllers or will be appointed as Processors and they are mainly included in the following categories: a) entities to whom TIM assigns the construction and maintenance of electronic communications systems and telecommunication lines and/or the delivery, installation and assistance of products/devices; b) entities (i.e. call centers) to whom TIM assigns the activities of assistance, advertising, promotion and sale to customers; c) entities to whom TIM communicates Fiscal Code Numbers/VAT Registration Numbers in order to verify the accuracy and validity of customer data; d) debt collection agencies and companies operating in the field of fraud prevention and that provide for credit, economic and commercial information services, including those that manage information systems for verifying reliability and timeliness in payments; e) companies that process traffic data for billing purposes; f) companies in charge of printing and sending of invoices and/or other documentation to customers; g) other electronic communications operators providing non geographical numbers, on behalf of whom TIM carries out billing services and, in some cases, the related debt collection activities; h) consultancy firms; i) credit assignee companies; j) agents, brokers and dealers; k) companies that carry out market researches and surveys; l) Authorities (i.e. AGCom, AGCM, Garante privacy) and any other public entity authorized to request data.

8) Customer's rights

You may exercise the rights provided for by specific provisions for electronic communication services with particular reference to: (i) traffic data (i.e. request of itemized billing); (ii) the withdrawal of consent for the processing of your data and, where you act as representative, that of your affiliate companies for the purpose referred to previously in points 2) and 3)) by writing to the Customer Care Department as specified in TIM telephone bill or by sending an e-mail to the following address: infowholesale@telecomitalia.it.

TIM S.p.A.

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