

**PRIVACY POLICY CONTACT FORM**  
**pursuant to Art. 13 of EU Reg. 2016/679**

Dear interested parties,  
before providing your personal data through the "Contacts" form or during registration in the e-commerce section, we invite you to read this Policy carefully, pointing out that we collect your personal data in a lawful, correct and transparent manner, in compliance with the general principles set out in Art. 5 of the "European Regulation on the protection of personal data" EU 2016/679 (hereafter referred to as GDPR) and observing specific security measures to prevent data loss, illicit or incorrect use and unauthorized access, pursuant to Art.32 of the GDPR.  
If something is not clear to you, do not hesitate to contact us for any clarification!

**DATA CONTROLLER:**The Data Controller is RGF Diagnostics Srl, with registered office and administrative headquarters in 20122 Milan at Via Orti 3 - Tax Code and VAT number: 09685840960 - Economic and Administrative Index (REA) number: MI-2107207 - Tel. 02 5464996 Fax 02 59901177 - e. mail: [info@rgfdiagnostics.com](mailto:info@rgfdiagnostics.com) - PEC: [rgfdiagnostics@pec.it](mailto:rgfdiagnostics@pec.it) - url: [www.rgfdiagnostics.com](http://www.rgfdiagnostics.com).

In accordance with the provisions of Art. 13 of the GDPR, we provide you with the following information:

**A) CATEGORIES OF DATA SUBJECT TO THE PROCESSING:**RGF Diagnostics Srl will process the personal data formally requested in the predefined fields and spontaneously provided by you in the text of the Form message.

RGF Diagnostics Srl will process your personal details, your contacts, your e-mail address or mobile telephone number that you have transcribed by filling in the information request form or communicating by telephone at the addresses listed on the website or via e-mail or in order to proceed with the purchase of the Mymemo Pill Dispenser and the associated App.

The Contact Form does not provide for the inclusion of any data qualifying as "Particular" pursuant to Art. 9 of EU Reg. 679/2016 - GDPR (i.e. data revealing racial origin or ethnicity, political opinions, religious or philosophical conditions, union membership, biometric data suitable for uniquely identifying a person or genetic data or data relating to the state of health, sexual life or sexual orientation of the person) or data relating to criminal convictions and crimes pursuant to of Art. 10 of the GDPR; if it becomes necessary to process data of this type, RGF Diagnostics Srl will ask for your consent in advance.

**Should you spontaneously enter data concerning your health status and / or the person you are caring for**, in the interest of which you are acquiring information about the My Memo Care product,**remember to expressly consent to the processing of this category of data.**

Otherwise, RGF Diagnostics Srl could not process this data and, therefore, would be unable to provide accurate information, as requested by you.

Some data are stored by the server because they are acquired automatically when browsing our website.

These are data that identify your PC or some of your actions on the website.

These data allow the Data Controller to trace you only if you cross them with other information.

To better understand the technical aspects, read the information on cookies and the Privacy Policy, where you will find every detail about the methods for collecting navigation data and storage times.

**B) SOURCE OF PERSONAL DATA:** The personal data of which RGF Diagnostics Srl will be in possession are collected directly from you, the interested party, when completing the Form. These data will be processed in compliance with the applicable legislation in force, assuming that they refer to you.

In the event that the data relates to third parties, for the latter, you act as an independent data controller, assuming all legal obligations and responsibilities.

In this regard, you grant the widest indemnity on this point with respect to any dispute, claim, request for compensation for damage from processing, etc., which should come to RGF Diagnostics Srl from third parties whose personal data have been processed through your use of the Website in violation of the applicable legislation currently in force.

**C) LEGAL BASIS:** According to the EU Reg. 2016/679 the processing of personal data is allowed only if one of the following conditions exists:

- the interested party has given consent for one or more specific purposes;
- processing is necessary for the execution of a contract with the interested party and / or for the execution of pre-contractual measures;
- the processing is necessary to fulfill a legal obligation to which the Data Controller is subject or to safeguard the vital interests of the data subject or other natural person;
- the processing is necessary for the execution of a public interest task or for the exercise of public powers with which the Data Controller is invested;
- the processing is necessary for the pursuit of the legitimate interest of the Data Controller or of third parties (for example for monitoring IT security, to prevent fraud, when the interested party is employed by the Data Controller and the processing takes place due to this relationship, etc.).

The processing of your data, collected and archived in connection with the compilation of the "Contacts" Form, has as its legal basis your free and informed consent and takes place to respond to your information request or, in some cases, where your contact is aimed at the purchase of the My Memo Care product, to fulfill a contract or a pre-contractual or post-contractual obligation.

RGF Diagnostics Srl may also process data relating to web traffic on the basis of a legitimate interest, strictly necessary and proportionate, to guarantee the security of networks and information, avoid or restore service blocks, prevent fraudulent access, etc., as specified in Recital 49 of EU Reg. 2016/679.

**D) PURPOSE OF DATA PROCESSING:** RGF Diagnostics Srl processes your data for the following purposes:

- 1) to respond to the request for information that you have sent by filling in the appropriate form in the "Contacts" section, to contact you if you have sent an e-mail or have requested it by phone or have expressed interest in receiving more information on the My Memo Care product, promoted through the website, to manage the possible purchase of the same product, where it took place after the information request, and the related contractual, administrative, accounting relationship, to better perform the customer care function (response to requests, technical support for access to the monitoring App from device, etc...) and improve pre-contractual and post-contractual assistance;

2) to be able to comply with the provisions of laws, regulations and community legislation, as well as provisions issued by the supervisory authorities (for example for tax legislation or to collect your consent to data processing or other) or to protect the rights of the Data Controller also in court or to perform anonymous statistics (for example anonymous market surveys or anonymous web traffic verification);

3) to promote the activity of the Data Controller and the products and services provided by the same through telephone contacts, newsletters, participation in trade fairs, meetings or sector focal points, relations with the press, direct e-mail marketing (DEM), advertisements or banners on other information portals, advertising techniques, web funnel, enhancement of partnerships or other for promotional purposes, to optimize the offer (also through focused and selected analyzes), to improve the quality of the main customer care and commercial and distribution network of the Data Controller, in the event that you have given us explicit consent.

In particular, as regards point D3), if you provide your consent, you can:

- keep informed on new products and services. The sending of commercial or direct sales communications can also take place in an automated way, such as telephone, SMS, MMS, fax, ordinary and electronic mail, video, wap / web banner, internet messaging or push notifications via app. Such communications may include the invitation to events, to participate in surveys, to concern the Controller's products and services (including viewing demos, tutorials, digital services and audiovisual media services), promotional activities carried out by commercial partners with whom RGF Diagnostics Srl has commercial agreements, may include market research and surveys, to the extent that you have authorized the communication of your data to third parties for commercial purposes.

By profiling the EU Reg. 679/2016 means "any form of automated processing of personal data consisting in the use of such data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects relating to professional performance, economic situation, health, personal preferences, interests, reliability, behavior, location or travel".

Profiling for direct marketing, for example, is done by those who proceed with the processing and analysis of information relating to preferences, habits, consumption choices, aimed at dividing interested parties into "profiles" or in homogeneous groups for specific behaviors or characteristics (i.e. customer profiling), etc. or other to evaluate habits, the degree of satisfaction with services or other.

RGF Diagnostics Srl may, if necessary, proceed with the detection of your degree of appreciation of the product, where you have proceeded with the purchase, tending to process your data anonymously.

However, the Controller shall not put into act the decision-making processes and automated data analysis, and your data are not used for the release of judicial and administrative acts or measures.

If the Data Controller intends to further process personal data for a purpose other than that for which they were collected, it will provide the interested party with all necessary information in advance and will request their consent where provided.

**E)SCOPE AND PLACE OF DATA PROCESSING:** Your data are processed by regularly authorized and instructed internal subjects pursuant to Art. 29 of the GDPR.

In particular, your data are only known to the staff who is responsible for managing your information request or who will contact you if you have expressed interest in and availability to

receive further information regarding the My Memo Care product or to specific initiatives or which, however, are involved in the pursuit of the purposes referred to in point D).

Furthermore, within RGF Diagnostics Srl may become aware of your personal data employees, collaborators for any purpose (e.g. seconded, interns, subordinates) and external collaborators assigned to the sales network and logistics (any agents, brokers, distributors, shipping agents) as well as people, companies, associations or professional firms, structures, internal and external, who perform support tasks on behalf of the Data Controller or who provide services or assistance and consultancy activities or provide services to the Company with particular but not exclusive reference to technological, accounting, administrative, legal, tax and financial matters (in particular: legal services, IT services, document archiving) and corporate control.

In addition, they can be communicated, only if necessary, to collaborators or consultants not directly involved in the response to your request, but indirectly as support (for example to the Bank in case of checks on your payment, to the Maintenance System Manager if necessary for reading or recovering your request etc.).

Access to data may also be allowed for the performance of hardware or software maintenance necessary for the functioning of the portal and also to external subjects who, for the sole purpose of the requested service, may become aware of the personal data of the interested parties and who will be duly appointed as Data Processors pursuant to Art. 28 of the GDPR.

All those to whom your data are communicated are obliged, same as RGF Diagnostics Srl, to process them according to the provisions of the law.

Except for the above communication cases, the data will not be disclosed to third parties except to comply with legal obligations or respond to legal and judicial requests.

RGF Diagnostics Srl does not disseminate your data, that is, does not make them accessible to an indeterminate quantity of subjects, nor does it disclose them to others for their purposes.

However, it is possible to request the scope of communication of personal data, obtaining precise indications on any external subjects operating as managers or independent data controllers.

Your data are processed at our office in Milan, or, limited to some computer data, at the data centers of the Company that manages the hosting space (Hetzner Online GmbH). Hetzner Online GmbH contractually guarantees that the data of the Italian subjects are processed only at the data centers in Europe.

It cannot be excluded that for interoperability needs it may occasionally allow data to pass through the servers located in Ktis which, however, is located in Europe and is subject to the GDPR.

If RGF Diagnostics Srl makes use of External Managers and / or Joint Data Controllers certain data can be processed at the offices of the partners who, in turn, are required to ensure full compliance with the provisions set by the GDPR.

**F) PROCESSING METHODS:** RGF Diagnostics Srl processes the data concerning you both manually and with IT tools.

In any case and, above all, when they are processed with IT tools, every security measure is adopted to avoid that they can be lost, spread, canceled etc.

RGF Diagnostics Srl processes the acquired data ensuring its congruity, relevance to the purposes for which it was collected, completeness, and their periodic updating.

RGF Diagnostics Srl undertakes to process your data with the utmost confidentiality, with care and diligence, according to the current provisions on the protection of personal data.

**G) STORAGE PERIOD:** The data concerning you will be kept only for the time strictly necessary, in particular:

- browsing data only for the duration of the connection session;
- the data you freely provided when filling out the contact form only for the time necessary to reply to you or to perform the service you have requested (and the related billing services if it should follow the purchase of the My Memo Care device etc.) or until to the maximum limit allowed for the storage of data for promotional purposes.

RGF Diagnostics Srl will be able to archive your data for a longer period when specific regulatory provisions require it (for example for tax laws) or to protect itself judicially (for example data that prove that you have given consent to the processing), limited to statute of limitations or forfeiture of the right to act or stand trial for contractual or non-contractual liability (5 or 10 years).

In these cases, however, your data will no longer be accessible to the processors and will be stored separately from the data of current use so that they can be recovered, only by those who will be authorized for the aforementioned purposes.

The electronic archives data are stored at the hosting that keeps online on behalf of RGF Diagnostics Srl the website portal and the related database and are only handled by the technical staff appointed by the hosting company to process or by any persons in charge of occasional maintenance operations.

The data used for marketing purposes will be kept for a period not exceeding 2 (two) years from the date of collection of the consent, unless the Data Controller has assessed and appropriately justified, based on specific characteristics of the product and / or the target of customers, the need to extend the processing to a wider period (in any case not exceeding 5 years) since a processing limited to only two years would not allow to achieve the purposes for which the data were collected.

RGF Diagnostics Srl will also be able to process your data for marketing purposes beyond the two-year period if you continue to use the services (for example, the therapeutic monitoring service) and, therefore, confirm, in fact, your interest in being updated.

When the processing is based on the User's consent, it is possible to keep your personal data longer until such consent is revoked.

In any case, you can always withdraw your consent and ask not to receive any further updates from the Data Controller, certain that all communication will cease.

For the same reason, unless otherwise indicated by you, you will refrain from any communication if you have registered, after the release of consent, to the so-called "Register of oppositions".

RGF Diagnostics Srl, in fact, takes care to reconcile the mutual needs to limit the retention of your data to what is strictly necessary, and in any case ensures that your data are accurate by taking all reasonable measures to promptly delete or correct inaccurate data.

The Data Controller has also excluded the processing of your data when the purposes pursued in individual cases can be achieved through the use of anonymous data (such as, for example, in market research aimed at improving services) or through other methods, which allow you to identify the data subject only in case of need or at the request of the authorities and police forces (such as, for example, data relating to traffic and your stay on the website or your IP address).

At the end of the retention period, your data will be deleted, therefore, upon expiry of this term, the rights of access, cancellation, rectification and the right to data portability can no longer be exercised.

**H) RIGHTS OF THE INTERESTED PARTY:** We inform you that with regard to the processing of your personal data you can exercise the following rights without constraints of form and free of charge:

- right to request confirmation of the presence and access to personal data concerning you (Art. 15 "Right of access") and to be informed if the processing involves the transfer of data to a third country or to an international organization and if this occurs, the right to know which adequate guarantees for the transfer have been adopted;
- right to obtain the correction / integration of inaccurate or incomplete data, without undue delay, as well as their updating also by providing an additional declaration (Art.16 "Right of Rectification")
- right to obtain, if justified reasons exist, the deletion of data (Art. 17 "Right to Erasure or to be Forgotten")
- right to obtain the limitation of processing (Art.18 "Right to limitation"):
  - a) for the period necessary for the data controller to verify the accuracy of such personal data;
  - b) if the processing is illegal and the interested party opposes the cancellation of personal data and instead requests that their use be limited;
  - c) although the data controller no longer needs it for processing purposes, personal data are necessary for the interested party to ascertain, exercise or defend a right in court;
  - d) the interested party has opposed the processing pursuant to Art. 21, paragraph 1, pending verification of the possible prevalence of the legitimate reasons of the data controller with respect to those of the interested party;
- right to receive the data concerning you in a structured format of common use and readable by automatic device, as well as the right to transmit such data to another data controller without impediments by the Data Controller. In exercising this right, you have the right to obtain the direct transmission of personal data from one data controller to another, if technically feasible (Art. 20 "Right to Portability")
- right to object to processing for legitimate reasons, even if pertinent to the purpose of the collection if carried out with an automated decision-making process, such as for example for data processed for direct marketing purposes (Art.21 Right to object to an automated decision-making process);
- right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects that concern you or that significantly affect you personally (Art.22 Automated decision-making process);
- right to be notified in case of data breach, under the conditions set out in Art. 34 of EU Reg. 2016/67;
- right to revoke a previously given consent;
- right to lodge a complaint with the Data Protection Authority in the event of non-response. You can find any information about the methods of reporting and complaining by consulting the website: [www.garanteprivacy.it](http://www.garanteprivacy.it)

**I) MANDATORY OR OPTIONAL NATURE OF THE PROVISION OF DATA AND CONSENT TO THE PROCESSING OF THE SAME:** The provision of data must be considered mandatory as regards the processing that the organization must carry out to manage the requests made by the interested party, as indicated in point 1 of section D) Purpose of data processing.

In fact, as regards the processing referred to in point D1) if you want the Data Controller to respond to your request or, in case of purchase of the My Memo Care product the administrative and support services are provided, you must give consent; otherwise RGF Diagnostics Srl will not be able to execute your request or to establish any relationship with you.

As for the processing referred to in point D2) your consent is not required; according to the Privacy legislation, consent is not required, when the processing: a) is necessary to fulfill an obligation established by law, by a regulation or by community legislation; b) is necessary to perform obligations deriving from a contract of which the interested party is a party or to fulfill, before the conclusion of the contract, specific requests of the interested party; c) concerns data from public registers, lists, deeds or documents that can be known by anyone, without prejudice to the limits and modalities that the laws, regulations or community legislation establish for the knowledge and publicity of the data.

As for the processing referred to in point D3) the consent is optional: if you do not want to receive newsletters, and in no way want to be involved in the promotional campaigns of RGF Diagnostics Srl and / or its distributors and / or commercial partners, you are free to deny your consent.

In these cases, without your consent, RGF Diagnostics Srl will not be able to process your data, in accordance with the prohibitions set out in the GDPR and Legislative Decree n. 185/1999 and subsequent amendments and additions regarding unsolicited communications.

The Data Controller also informs you that if you have already been a customer, you will be able to receive new communications relating to products and services similar to those you have already used, unless you withdraw your consent, pursuant to Art. 130 4th paragraph of Legislative Decree 196/2003 as innovated by Legislative Decree 101/2018.

Your consent and your privacy settings are always modifiable, by contacting us via contact details on the website and in particular at [privacy@rgfdiagnostics.com](mailto:privacy@rgfdiagnostics.com) and making an explicit request for removal from the database and cancellation of data concerning you.

The Data Controller reminds you that, in the event of revocation, the same will be immediately implemented but definitively operational within a maximum of 15 days of receipt, requiring technical time for the alignment of all the information systems used.

**L) REQUEST FOR CONSENT:** Based on the above, RGF Diagnostics Srl would be grateful if you would like to express your consent to authorize or deny the processing that allow to achieve the purposes requiring it, by ticking the appropriate box provided in the declaration shown in the online subscription form.

#### **Consent according to EU Reg. 679/2016**

*Having fully read the policy, I authorize the processing of my personal data, also for their possible communication to third parties*

**YES**

*Having fully read the policy, and being informed that my consent is optional, I expressly authorize the processing for commercial purposes, referred to in point 3 lett. D*

**YES** **NO**

*Having fully read the policy, if in the text of the message I provide health data, I authorize its processing*

**YES** **NO**

*Section to be removed and reproduced in three separate check boxes at the bottom of the Contact form.*

*The first consent can be pre-flagged on YES and provide for a blocking of navigation if it is not checked or NO is selected.*

*The second and third should be free and without navigation block.*

*It is understood that if a subject spontaneously provides data relating to his or a third person's health and, at the same time, chooses NO in correspondence with the third check box, the health information must be deleted or the subject will be contacted requesting that he / she expressly release the authorization to process this category of data.*