

## MADE TO ORDER TERMS AND CONDITIONS

(Disclosure pursuant to art. 13 of D. lgs n° 196 of 30 June 2003)

1. The controller. The data controller is GLENI S.r.l., with registered office in San Benedetto del Tronto (AP), Via Risorgimento 43. You can contact the owner using the following e-mail address: [gleni@gleni.it](mailto:gleni@gleni.it), the following telephone number +39 0735-657565.
2. Personal data source. Personal data (ex. Biographical data, telephone number, e-mail, etc.) are collected directly from the person concerned, by filling out a specific paper form or online form.
3. Purposes of processing of personal data. GLENI S.r.l. will process your personal data for the following purposes:
  - 1) for the provision of the requested service or for the fulfilment of contractual obligations towards the interested party;
  - 2) for the fulfilment of legal obligations;
  - 3) for the conduct of aggregate and anonymous statistics, in order to monitor and improve the products or services provided and to meet the needs of the interested party;
  - 4) to send information and promotional messages via SMS and / or e-mail, as well as newsletters from GLENI S.r.l. in relation to the own initiatives.
4. Provision of data and consequences in case of non-consent to treatment. The provision of your data for the purposes referred to in points 1) and 2) of art. 3 is mandatory. This processing is necessary to allow the provision and management of the service, any refusal to provide the data in question will make it impossible to obtain the use of the service offered by the owner. With reference to the purposes of the processing referred to in points 3) and 4) of the art. 3, the consent to the processing of data is optional and may be expressed through the selection of appropriate box, for each distinct purpose present at the bottom of this statement.

The lack of consent will not result in any possibility of receiving the services requested and will only imply the consequences described below:

  - lack of consent to the processing of personal data for the purposes referred to in art. 3, point 3), will make it impossible for GLENI S.r.l. to proceed with the conduct of aggregate and anonymous statistics in order to monitor and improve the service offered;

- lack of consent to the processing of personal data for the purposes referred to in art. 3, point 4), will result in the inability to receive information and promotional communications as well as newsletters from GLENI S.r.l. in relation to own initiatives and / or subsidiaries and / or affiliates.

5. Methods of data processing. The processing of data will be mainly carried out with the aid of electronic or automated tools, according to the methods and means suitable to ensure the security and confidentiality of the data, in accordance with the provisions of the D.lgs. of 30 June 2003 n. 196 and the related Annex B). In particular, all technical, IT, organizational, logistic and procedural security measures will be taken, so that the appropriate level of data protection provided by law is guaranteed, allowing access to only those responsible for processing by the Data Controller or by the Managers possibly designated by the same.
6. Scope of data communication. The personal data you have provided, for the purposes described in art. 3, may be brought to the attention of employees and / or collaborators of GLENI S.r.l., appointed as data processors, and communicated to the following entities:
  - a) associated and controlled companies;
  - b) third-party companies appointed by GLENI S.r.l. to provide for the execution of specific executive phases of the Services provided;
  - c) third-party companies or consultants in charge of installation, maintenance, updating and, in general, the management of the hardware and software of GLENI S.r.l.;
  - d) all public and / or private entities, natural and / or legal persons (administrative, tax and legal consulting firms), if the communication proves necessary or functional to the correct fulfilment of the contractual obligations assumed in relation to the services provided, as well as obligations deriving from the law;
  - e) all subjects (including Public Authorities) who have access to data under regulatory or administrative provisions. The personal data you have provided and subsequently processed in connection with the management of the service are not subject to disclosure.
7. Right of access to personal data. Pursuant to art. 7 of Legislative Decree no. 196 of 30 June 2003, the interested party has the right to:

a) obtain confirmation of the existence or not of personal data concerning him and their communication in intelligible form;

b) obtain, from the Data Controller:

- information on the origin of personal data, on the purposes and methods of processing, on the logic applied in case of processing carried out with the aid of electronic tools;

- information on the identification details of the Data Controller;

- information on the subjects or the categories of subjects to whom the data may be communicated or who may become aware of them as representative appointed in the territory of the State, managers or agents; c) obtain:

- updating, rectification or integration of data concerning him;

- cancellation, transformation into anonymous form or blocking of data processed unlawfully, including data whose retention is necessary for the purposes for which the data were collected or subsequently processed;

- the attestation of the fact that the operations referred to in the preceding points have been brought to the attention also with regard to their content, of those to whom the data have been communicated or disseminated, except in the case in which this fulfillment proves impossible or involves the use of means that are manifestly disproportionate to the protected right;

d) object, in whole or in part:

- for legitimate reasons, to the processing of data concerning him, even if pertinent to the purpose of the collection;

- to the processing of personal data concerning him, provided for the purposes of commercial information or the sending of advertising or direct sales material or for carrying out market research or commercial communication.

The above rights may be exercised with a request to the Data Controller, at the addresses indicated in art. 1. The right of the interested party's opposition to the processing of their personal data for marketing purposes, carried out through automated methods of contact, extends to the traditional ones and in any case the possibility remains for the interested party to exercise this right in part, pursuant to art. 7, paragraph 4, lett. b), of the Code, that is, in this

case, opposing, for example, to the only sending of promotional communications made through automated tools.

- 8. MODIFICATION.** This contract may be subject to modification at any time. Any modification will become effective immediately upon notification of the change of contract.
- 9. ORDER.** All orders must be submitted by e-mail to [gleni@gleni.it](mailto:gleni@gleni.it). The customer is invited to check the order before confirming it, in order to exempt Gleni Srl from any liability. In fact, any incorrect information sent by the customer would still be used for the formulation order and product. Gleni Srl reserves the right to accept, reject or negotiate an order within the pre-established times.
- 10. PRICE.** The price of the custom order will be established by GLENI Srl with a quotation sent to the customer by e-mail. By confirming the order, the customer declares to accept the price set by GLENI Srl.
- 11. WORKING TIME.** The processing time established is 40 - 60 working days, from the moment of receipt and confirmation by Gleni Srl of the down payment of 40%. The customer forwarding the order, declares to have read and accepted the pre-established times.
- 12. PAYMENT.** a) Payment must be made exclusively by wire transfer to the bank details that Gleni Srl will send to the customer.  
b) The customer must pay 40% of the total to confirm the order. This amount cannot be refunded in case of cancellation of the order by the customer. This sum will be refunded in case of cancellation of the order by Gleni Srl.  
c) The remaining 60% must be paid within 15 days from the notice of completed production of the requested article.
- 13. RETURNS, REFUNDS, REPLACEMENTS.** Custom orders are not subject to return, refund and substitution policies.