Cookie Notice

1. Website owner company

IES Italiana Energia e Servizi S.p.A.

Registered seat: Mantova, Loc. Frassino, Strada Cipata, n° 79
E-mail: privacy@iesitaliana.it
(the "**Company**")

2. What is a cookie?

A cookie is a small text file in the source code of a website (small data exchanged between the server and the user). Cookies are downloaded by the browser used on the user's device (e.g. computer, laptop, smartphone) and stored in the browser itself. The browser sends the cookies associated with that website to IES Italiana Energia e Servizi S.p.A.. IES Italiana Energia e Servizi S.p.A. does not have access to the user's device.

2.1. Types of cookies

- **Session cookie**: the session cookie is active during the current browsing session and usually has a short (1-2 minutes to 1-2 days) expiry time.

- **Persistent cookie**: the persistent cookie is active for a longer period (even 1 year) than the session cookie, which may vary for each cookie and defined by the operator of the website.

2.2. The party placing the cookie

- **First-party cookie:** These cookies are placed directly by the website you visit. Only the website operator can read them and access the information stored in the cookie.

- **Third-party cookie:** These cookies are placed on the website by third parties other than the website operator. If the website operator decides to embed elements of other websites in its website, when the website is opened, these third-party cookies are not placed on the user's device by the website visited, but by a third party (cookie manager), such as an advertiser or an analytics service provider (e.g., YouTube, Facebook, Google). These third parties may obtain information about the user's browsing of the website visited. When a third-party cookie is set, the website that sets the cookie acts as an intermediary and only the third-party that manages the cookie has access to the information stored in and transmitted by the cookie.

2.3. Data transfer to third countries

In the case of some third-party cookies, personal data is transferred outside the European Economic Area (EEA). The cases of data transfers to third countries are listed below:

- Cookies placed by **Google LLC** („**Google**"): Google is a company based in the United States. The United States does not provide the level of protection required under Chapter V of the EU General Data Protection Regulation 2016/679 ("**GDPR**") for data protection in the EEA, as ruled by the Court of Justice of the European Union in its judgment C-311/18 (Schrems II) of 16 July 2020. Therefore, appropriate safeguards must be provided for data transfers to the United States. Google uses the standard contractual clauses ("**SCCs**") developed by the European Commission for its data transfers outside the EEA.

  The Google SCC is available on the following link: Google Ads Data Processing Terms (safety.google)
  Details for Google
  - name: Google LLC
  - address: 1600 Amphitheatre Parkway Mountain View, CA 94043, USA
  - contact for data protection issues: Privacy Help Center - Policies Help (google.com), contact for Google's data protection officer: Privacy Inquiry form - Policies Help (google.com)

- Cookies placed by **Meta Platforms Inc. („Meta",** formerly Facebook**)**: Meta is a company based in the United States. The United States does not provide the level of protection required under Chapter V of the GDPR for data protection in the EEA, as ruled by the Court of Justice of the European Union in its judgment C-311/18 (Schrems II) of 16 July 2020. Therefore, appropriate safeguards must be provided for data transfers to the United States. Meta uses SCCs developed by the European Commission for its data transfers outside the EEA.

  The Meta SCC is available on the following link: www.facebook.com
  Details for Meta
  - name: Meta Platforms Inc.
  - address: 1601 Willow Road Menlo Park, CA 94025, USA
  - contact for data protection issues: www.facebook.com

- Cookies placed by **Xandr Inc**. („**Xandr**"): Xandr is a company based in the United States. The United States does not provide the level of protection required under Chapter V of the GDPR for data protection in the EEA, as ruled by the Court of Justice of the European Union in its judgment C-311/18 (Schrems II) of 16 July 2020. Therefore, appropriate safeguards must be provided for data transfers to the United States. Xandr uses SCCs developed by the European Commission for its data transfers outside the EEA.

  The Xandr SCC can be accessed by sending a request to Xandr, the way to send a request is: xpo@xandr.com
  Details for Xandr
  - name: Xandr Inc.
  - address: 28 W 23rd St, New York, NY 10010, USA
  - contact for data protection issues: xpo@xandr.com, mailing address: Xandr Inc. /Privacy Office, 28 West 23rd Street, Fl 4 New York, NY 10010, USA

2.4. Function of a cookie

- **Cookies strictly necessary for the functioning of the website:** These cookies ensure the proper functioning of the website and facilitate its use. Without the use of these cookies, parts of the website will not function properly. It is therefore not possible to disable these cookies.

- **Functional cookies:** These cookies allow the personalisation of the website by recording the user's individual preferences (language of the website, number of search results to be displayed, privacy settings, etc.). In addition, these cookies allow the automatic filling in of fields or even the identification of users when they log in to their online account. These cookies help the faster and smoother use of the website by not requiring the user to repeat the same setting each time the website is opened. These cookies are always disabled by default when the website is opened and are only activated with the user's consent. The user's consent to the activation of these cookies can be withdrawn at any time. If these cookies are turned off, the website cannot save the individual settings, so they have to be repeated each time the user browses the site.

- **Performance cookies:** These cookies allow to count visits and traffic (e.g., number of clicks on a particular content, browsing time, return frequency) in order to measure and improve the performance of the website. To do this, they analyse the user's browsing behaviour, such as which pages are the most and least popular and how visitors use the website. This is done using a click counter, or a cookie that looks at how much time the cursor spends over certain content, and whether or not the user clicks (where they click but do not click is probably of less interest to them). These cookies are operated by third parties - the information they collect is held anonymously by the Company. The Company uses this information to compile statistics - for example, what was the most popular page, what users liked, etc. These cookies are always disabled by default when the website is opened and are only activated with the user's consent. The user's consent to the activation of these cookies can be withdrawn at any time. Turning these cookies off makes it more difficult for the Company to properly monitor the performance of the website, which prevents it from making improvements that reflect actual user needs.

- **Cookies for personalised advertising:** These cookies store information about users' behaviour by tracking browsing habits and history (e.g., frequently visited websites, time spent on preferred websites), which enables the display of personalised advertisements from third parties. This information may include, for example, a username or IP address, a user-assigned marketing identifier (ad ID) that identifies the user on different websites, a list of previously visited websites, the time spent on each website, or a user action taken (e.g., an Internet search). The Company does not have access to the associated personal data - these cookies are used to support advertising activities based on data collected by third parties. These cookies are always disabled by default when the website is opened and are only activated with the user's consent. The user's consent to the activation of these cookies can be withdrawn at any time.

3. Legal basis for placing cookies

- **Provision of an information society service explicitly requested by the subscriber or user pursuant to Article 5(3) of Directive 2002/58/EC (e-Privacy Directive):** Cookies strictly necessary for the functioning of the website are essential for the website to function properly. These cookies cannot be disabled, without them the website will not function properly.

- **The consent of the user pursuant to Article 6(1)(a) of the GDPR**: Functional cookies, performance cookies and cookies for personalised advertising are only placed on the website with the user's consent. The user may withdraw her/his consent at any time at a later date or may give her/his consent at any time at a later date if she/he has not given it.

4. Managing the cookie settings

You can change your cookie preferences you set when you first visited the website at any time by opening the settings from the cookie policy page.

5. Enabling the "Do Not Track" function

Do Not Track is a function provided by the browser or the user's device (e.g., iOS 14.5+ devices) that allows you to turn off tracking by websites. If you enable Do Not Track, your browser will send a signal (an extra HTTP header) to the website each time you visit a website, indicating that Do Not Track is enabled and disabling the placement of cookies in your browser and on the device you are using to browse.

Enabling the "Do Not Track" function in the most commonly used browsers:

- Google Chrome: **Clear, enable, and manage cookies in Chrome - Computer - Google Chrome Help**
- Mozilla Firefox: **Enhanced Tracking Protection in Firefox for desktop | Firefox Help (mozilla.org)**
- Microsoft Edge: **Delete and manage cookies (microsoft.com)**
- Safari: **Prevent cross-site tracking in Safari on Mac - Apple Support**

6. Data protection rights and remedies

The user's data protection rights and legal remedies, and their limitations, are detailed in the GDPR (in particular, Articles 15, 16, 17, 18, 19, 21, 22, 77, 78, 79 and 82).

The user:

- can turn off and on the placement of cookies by using the cookie settings;
- can request information about what kind of personal data is processed when using cookies;
- can request the correction of her/his personal data processed during the use of cookies; and
- can request the deletion of her/his personal data processed during the use of cookies or the restriction of their processing.

Without prejudice to other administrative or judicial remedies, the user has the right to file a complaint with a data protection supervisory authority - in particular in the Member State of her/his usual place of residence, workplace or the place of the suspected infringement - if the processing of personal data during the use of cookies violates the provisions of GDPR.

The user can find information about the supervisory authorities operating in the territory of the European Union on the following website: https://edpb.europa.eu/about-edpb/about-edpb/members_en.