



## FREQUENTLY ASKED QUESTIONS

### Frequently asked questions about the General Terms and Conditions of Use and Legal Notice

#### 1. Who is responsible for the website?

The website is the property of **MAM OBJECTS S.L.**, with registered office at Parque Tecnológico Edificio 207-B, 48160 Derio (Bizkaia).

You can contact the company via email **info@erictel.com** or on the phone **94675713**.

#### 2. What does it mean to use this website?

Access to and use of the website implies that the user **accepts the conditions of use and legal notices** established by the company.

If the user does not agree with these conditions, he/she must refrain from using the website.

#### 3. What services does the company offer?

MAM OBJECTS offers technological solutions based on **the Internet of Things (IoT)** to improve the efficiency and productivity of companies.

Its solutions include:

- Mobility
- Logistics
- Vehicle tracking
- Telemetry
- Security
- Agro-industrial

#### 4. Is it free to access the website?

Yes. Access to the website is free.

The user only has to bear the cost of the Internet connection with their provider.

## 5. Do I need to register to use the services?

Some services may require **the user's prior registration**, where data such as:

- Name
- Email
- Phone
- Company
- Country

This data must be **truthful and up-to-date**.

## 6. What obligations does the user have?

The user undertakes to:

- To use the website legally and responsibly
- Use the website legally and responsibly
- Do not introduce viruses or malicious software
- Do not use the content without authorization

## 7. Can I copy the contents of the website?

No.

The contents of the website (texts, designs, images, software, logos, etc.) are protected by **intellectual and industrial property rights**.

It is forbidden to reproduce or use them without authorization.

## 8. Can refunds be made or the right of withdrawal exercised?

Yes. The consumer has **14 calendar days** from receipt of the product to exercise the right of withdrawal without the need to justify the decision.

Return costs will be borne by the user.

## 9. What happens if the user misuses the website?

Misuse can lead to legal liabilities and lead to:

- Claims for damages
- Suspension of access to the service

## 10. What legislation applies and which courts have jurisdiction?

The conditions are governed by **Spanish law**.

Any conflict will be resolved by the **Courts of First Instance and Instruction of Bilbao**.

## 11. What is the Data Protection Officer (DPO) and what is it for?

The **Data Protection Officer (DPO)** is the person in charge of supervising that a company or organization correctly complies with personal data protection regulations, especially the **General Data Protection Regulation (GDPR)** and applicable national legislation.

Its primary role is to **ensure that personal data is processed in a lawful, secure and transparent manner**.

### What are its main functions?

The Data Protection Officer has several key functions:

- **Monitor compliance with** data protection regulations within the company.
- **Advise the company** on how to properly process personal data.
- **Inform and train** workers on data protection obligations.
- **Respond to users'** requests related to their rights (access, rectification, deletion, opposition, etc.).
- **To act as a point of contact** with the Spanish Data Protection Agency (AEPD).
- **Assess risks and security measures** to protect personal information.

### How does it help users?

For users or customers, the Data Protection Officer serves as a **guarantee of protection of their personal information**, as they can contact this officer to:

- Request information about how your data is used.
- Exercise your rights over your personal data.
- Submit privacy complaints or inquiries.

### How to contact the Data Protection Officer?

In the case of **MAM OBJECTS S.L.**, the Data Protection Officer can be contacted via the following emails:

- **info@erictel.com**
- **legal@sensorconsulting.es**

## Frequently asked questions about the Privacy and Data Protection Policy

### 1. Who is responsible for the data processing?

The data controller is **MAM OBJECTS S.L.**, with registered office in Derio (Bizkaia).

### 2. What is my personal data used for?

Personal data is mainly used for:

- Manage IT services offered by the company
- Respond to requests or queries
- Bill for services
- Send commercial information or promotions related to the company's services.

### 3. What is the legal basis for the processing of my data?

The processing of the data is based on:

- User Consent
- Contractual relationship
- Compliance with legal obligations.

### 4. Is my data transferred to third parties?

Yes, but only to providers necessary for the operation of the service, such as:

- Hosting Services
- Technology Providers
- Information management systems.

### 5. How long is the data retained?

Personal data is kept **for up to 5 years from the last contract**, unless otherwise legally required.

### 6. What rights do I have over my data?

The user may exercise the following rights:

- Access to your data
- Rectification
- Suppression
- Objection to processing

- Limitation of processing
- Data portability.

## 7. How can I exercise my rights?

You can do this by sending a request to the email:

**info@erictel.com** attaching:

- Copy of your ID document
- Explanation of the request
- Contact details for a response.

## 8. Are there international data transfers?

In some cases, international data transfers may be carried out, always in compliance with the **General Data Protection Regulation (GDPR)** and with the necessary legal guarantees.

## 9. Are the services aimed at minors?

No.

The services **are not directed to minors**, unless authorized by parents or guardians.

## 10. Where can I file a claim?

If you consider that your rights have not been respected, you can file a complaint with the **Spanish Data Protection Agency (AEPD)**.

## Frequently asked questions about the Cookies Policy

### 1. What are cookies?

Cookies are **small text files** that are stored in your browser when you visit a website.

They are used to remember information about your browsing.

### 2. What are cookies used for?

Cookies make it possible to:

- Analyze web usage
- Improve user experience
- Remember browsing preferences
- Personalize content or advertising.

### 3. What types of cookies does the website use?

The website uses:

- Analytics cookies
- Operational cookies
- Advertising cookies
- Social media cookies.

#### **4. Do cookies contain personal information?**

They **typically do not store sensitive personal information.**

They generally save technical data or browsing preferences.

#### **5. How long do cookies stay on my device?**

Cookies can be:

- **Session cookies:** are deleted when you close your browser
- **Persistent cookies:** they remain until their expiration date.

#### **6. Can I block or delete cookies?**

Yes.

You can block or delete them from your browser settings.

#### **7. What happens if I disable cookies?**

If you block cookies, some features of the website may not function properly, such as:

- Sign in
- Personalizing content
- Share content on social media.

#### **8. What third-party cookies are used?**

The website may use third-party tools such as:

- **Google Analytics** for web traffic analysis.

#### **9. How can I set cookies?**

You can manage cookies from your browser:

- Chrome
- Firefox
- Safari
- Internet Explorer.

## **10. Where can I get more information?**

You can contact the company at:

**[legal@sensorconsulting.es](mailto:legal@sensorconsulting.es) or [info@erictel.com](mailto:info@erictel.com).**