

Privacy Policy for the Processing of Personal Data

Introduction

This document, pursuant to Articles 13 and 14 of the European Regulation 2016/679 (GDPR), provides information regarding the processing of personal data of users who browse the website www.pagnangroup.com (hereinafter referred to as the 'Website' or 'Site') and interact with the web services provided therein. Additionally, you will find the necessary contact details should you have any questions regarding your data. We may occasionally need to update this Privacy Policy; in the event of significant changes, we will highlight them on our website and/or notify you through other contact methods such as email, so that you can review the changes before continuing to use our services. In any case, we recommend visiting this page periodically to stay informed.

What Personal Data Do We Collect?

To respond to your information requests, we may need to collect certain data such as your full name, email address, phone number (if provided), and message or specific request. This information may be collected via the contact form on our website, directly or through other means such as email, phone, or social media. Your data may be processed both digitally and in paper format. To offer a personalized experience and optimize navigation on our site, we use cookies—small text files stored on your device. These cookies help us remember your preferences, analyze site usage, and improve our services. Details on cookie management and consent options are available in our specific cookie policy at [\[Cookie Policy URL\]](#).

Why Do We Collect and Process Your Data?

We collect your data to respond to information requests, provide customer care and communication, and fulfill legal obligations. According to Article 6 of the GDPR, your data may be collected, processed, and stored based on the execution of a contract or pre-contractual measures, compliance with legal obligations, and legitimate interests pursued by the data controller. Consent is not required for these purposes, as data provision is necessary to fulfill contractual and/or legal obligations.

Your Rights Regarding Personal Data

We do not sell or transfer your personal data to third parties. However, to manage your request and provide services, we may need to share your data with third parties involved in service delivery. These may include public authorities, external service providers, and consultants. We ensure that these third parties commit to confidentiality and proper data handling. We may also share aggregated and anonymized data for analytical purposes, ensuring it cannot be traced back to any specific individual.

Data Transfers Outside the EU

Although our company is based in Italy, we may use IT systems whose servers are located outside the EU. In such cases, we ensure compliance with GDPR regulations, including the use of standard contractual clauses to guarantee adequate protection.

How We Protect Your Data

We implement internal procedures and technical-security systems to protect your data. These include physical and technical access restrictions, authorization systems for staff, and confidentiality agreements with third-party providers. Only authorized personnel can access the data necessary for their duties.

Data Retention Period

Your data will be retained for a limited period depending on the purpose of collection. For example, data collected to respond to your requests will be retained until all administrative and accounting formalities are completed. Some data may be retained beyond account closure if required for legal, regulatory, or contractual reasons.

Your Rights

You have the right to access your personal data, request correction or deletion, limit or object to processing, withdraw consent, request data portability, and file a complaint with the supervisory authority (Art. 13 GDPR).

Data Controller

The Data Controller is I.S.A. SpA, located at Galleria Brancalion, 2 – 35137 Padova (PD), Italy. Email: privacy@isapadova.it. Certified Email (PEC): isaspa@pec.it. The company has appointed a Data Protection Officer (DPO), reachable at: dpo-isaspa@serviziordp.it.