

Privacy Policy

pursuant to Reg. (EU) 2016/679, art. 13-14

What is this document?

In SilentWave S.r.l.s. ("**Silentwave**"), we consider the protection of our products and services users' privacy of primary importance and, in this respect, we believe it is essential to communicate to you how we collect, use, share and store the data concerning you ("**Personal Data**") and how to support you in exercising your rights in relation to the protection of your privacy.

In particular, we describe how Silentwave, as Data Controller, collects, uses, shares and stores your Personal data in accordance with the General Data Protection Regulation, Reg. (EU) 2016 / 679 of the European Parliament and of the Council of 27 April 2016 ("**GDPR**").

Should you have any doubts, please feel free to contact us at support@silentwave.eu.

Collected data

Personal Data is collected in the process of creating an account or in the use of a product or a service.

The collected Personal data is the following:

- personal information: name and surname, e-mail, company name, registered office or domicile;
- specific information on the device: list of MAC Address, User SID; version of the operating system and internet browser, type of CPU and internet connection, operating system languages, IP address used;
- login credentials of the account you created alternatively on <https://accounts.silentwave.eu> or on <https://my.silentwave.eu>.

In addition to the information referred to in the previous paragraph, as far as Beta Testing License is concerned, Silentwave also collects and manages the following data:

- information relating to the network;
- type of hardware, disk, CPU, processor architecture used;
- device model and unique identifier (better known as Universal Unique ID or UUID);
- hard disk size and RAM memory;
- local settings of the operating system;
- IP address;
- content shared by the software licensee;
- other software products installed on the device and details on active processes and services in order to resolve any conflicts or incompatibilities.

Purpose of processing

We use your Personal Data for the following purposes:

- to execute contractual obligations or according to a legal obligation;
- for our legitimate interests, such as exercising and protecting our legal interests, to prevent fraud and / or improve our products or services.

By way of example and not limited to, your Personal data may be used for the following purposes:

- process your request to use a software; this implies taking assessments and decisions regarding the existence of the subjective and objective requirements you have declared;
- communicate with you by email, telephone or other agreed methods, both to support you in the use of a product or a service and to notify you of the existence of any technical updates of the products or services purchased;
- answer your questions and requests;
- perform tests to ensure the security and updating of our systems, process data, administer our website, support and develop the technological infrastructure system;
- process data analysis, statistical research and reports on an aggregate basis.

Communication of personal data

We disclose your Personal Data only upon your consent or as required or permitted by the applicable law or by any agreement with you. By way of example, and not exhaustive, we can communicate your Personal Data:

- to regulatory authorities, courts and government agencies, in order to comply with provisions, regulatory or legal requirements and requests by the authorities or law enforcement agencies;
- to contractors providing services on behalf of Silentwave;
- to any third party authorized by you.

Access to personal data and updating

You have the right to access your Personal Data and verify that the information we hold about you is accurate and up to date.

If the Personal Data is incomplete or incorrect, we will allow you to promptly update it and correct any mistakes. In order to exercise your rights, please contact us at support@silentwave.eu. For internal security purposes, following the deletion of Personal Data, it is possible that back-up copies containing the deleted information may persist on our servers: this information will be updated according to the technical update times of our back-up systems.

Retention of Personal Data

We keep your Personal Data only for the duration of the contract with you, unless it is necessary to keep it for longer periods as a result of laws, regulations or for the resolution of any disputes or judicial investigations.

If your Personal Data is no longer necessary for legal or regulatory reasons, Silentwave shall take reasonable steps to destroy the Personal Data securely or to make it permanently unidentifiable.

Safety

We take organizational, administrative, technical and physical security measures to safeguard your Personal Data and to ensure that it is processed in a timely, accurate and complete manner.