

Privacy Notice - Support



Dear User, before proceeding with the processing of your data, please read the Privacy notice provided by Saipem Spa (hereinafter simply the Company), necessary for the protection of your personal data, as required by privacy legislation.

The information below will be useful to help you understand:

- •who will process your data and how to contact them;
- •how your data will be analysed and for what reason.



Useful contacts

Saipem Spa is the Company that processes your data and for the purposes of the law, is the Data Controller. In this capacity it is responsible for ensuring the application of necessary and adequate organisational and technical measures to protect your data. The Company is based in Via Martiri di Cefalonia, 67 20097 San Donato Milanese, Milano – Italia. E-mail: privacy@saipem.com.

Additionally, the Company has appointed a Data Protection Officer (DPO) who will be responsible for ensuring compliance with the rules for protecting your Privacy and who can be contacted for matters concerning personal data processing, at the following e-mail address: DPO@saipem.com. You can find more information about your rights in the "Your rights" section.



Information on data processing

Please note that all the personal data provided by you will be processed in accordance with current legislation on privacy. Therefore the Company undertakes to process said data in accordance with the principles of fairness, lawfulness and transparency, in compliance with the purposes set out below, collecting said data only for specified and necessary purposes. Only authorised and properly trained personnel will be allowed the use of said data in order to guarantee the necessary confidentiality of the information provided.

Specifically, the Company collects, records, consults and generally processes your personal and identifying data such as e-mail address and the content of your request, which are necessary exclusively for the execution following purposes of processing:

- carry out studies, statistical and market research only through data analysis conducted on aggregate basis and never on individual basis;
- 2) allow the Company to reply to Your support request.

The lawfulness of the processing is based on the legitimate interest of the Data Controller to analyse on aggregate basis and never on individual basis the level of participation to Company events, for the purpose of processing activity 1); on the execution of the contract, concluded by sending Your support request for the purpose of processing activity 2).

The Company, for its own legitimate interests, may also use the information gathered to assert or defend a right in court or in arbitration and conciliation procedures in the cases provided for by law, by European Union law, where necessary.

Retention period of personal data The Company will retain your data for a period of 2 years from their provision or from the last update thereof.

After the retention period, your data will be destroyed or anonymized.

Transfer and access to personal data

The Company - without needing your specific consent - may communicate your personal data to other subjects, the categories of which are described in detail below, for example:

- Third parties (for example professional firms, consultants, IT services provider, etc.) also not established within the European Union (on the basis of the adequacy decisions of the European Commission or the standard model clauses), who carry out outsourcing activities on behalf of the Data Controller, in their capacity as Data Processors;
- Judicial authorities as well as those subjects to whom communication is required by law. These subjects will process the data in their capacity as independent Data Controllers.



With reference to the data processed, the Company guarantees that you have the right:

- to receive confirmation of the existence of your personal data and to receiving it in an intelligible form.
- to obtain the updating, rectification or integration of your data;
- to request the deletion of your data, within the terms permitted by law, or request the pseudonymisation of your data;
- to object, in whole or in part, for legitimate reasons, to the processing of your personal data;
- to restrict the processing, in case of violation, request for rectification or opposition;
- to request the portability of electronically processed data, provided on the basis of consent or contract;
- to withdraw consent for the processing of your data, if required.

For this purpose, the Company has provided a specific section on the website where you can download the necessary forms. Alternatively, you may request the forms by sending an email to the following address: privacy@saipem.com to submit your requests free of charge.

Please be informed that the Company shall undertake to respond to your requests within one month, except in cases of particular complexity, so it may take up to 3 months. In any case, the Company will notify you of any delay within one month of your request.

You will receive your reply in writing, either digitally or on hard copy. Should you request the rectification, the cancellation and the limitation of data processing, the Company undertakes to notify each recipient of your data of your request, unless this proves to be impossible or involves a disproportionate effort.

Please remember that the withdrawal of consent, if the lawfulness of processing was based on consent, does not affect the lawfulness of the processing, before revocation of consent.

Please be advised that you may be asked for payment, if your applications are manifestly unfounded, excessive or repetitive; to this end, the Company keeps a register to track your requests for action.

Finally, you have the right to lodge a complaint to the competent Supervisory Authority.