

Why the present document

This page describes the site's procedures for the processing of the personal data of its users. Data are always processed within the law and to the highest ethical standards in accordance with all relevant legal requirements ((and thus also in accordance with the principles of ethics, legality, transparency and the protection of privacy and rights) and thus by methods strictly correlated to the purposes pursued.

Giving due consideration to technological innovations, suitable prevent measures are adopted by illycaffè S.p.A. (hereinafter also "the Company" or "illycaffè") when using personal data, in order to minimise the risk of even accidental destruction or loss, unauthorized access to the data, or uses which are illegal or incompatible with the purposes for which the data were acquired. illycaffè will only perform on the data the operations necessary for the pursuance of the purposes specified in the aforesaid notice and in the privacy policy statement given to the users to the collection of personal data.

Data will be conserved and used for a period appropriate to the relative purposes and compliant with the relevant legal requirements. Data may also be organized in databanks/databases, including computer-managed ones.

The privacy policy information is also provided as a short notice pursuant to Regulation (EU) 2016/679 to all those who interact with the web services of this site, for the purposes of the protection of the personal data accessible by internet through the address:

live.illy.com

the address of the site's home page.

The information is provided solely for the site specifically referred to and not for any other websites the user may visit by means of links. The aforesaid websites are independent data controllers (except in the case of sites belonging to the company) and users should refer to the sites concerned.

The information is also based on Recommendation n. 2/2001, adopted by the European data protection authorities, meeting in the Group established by art. 29 of Directive 95-46-EC, on 17th May 2001 to set a number of minimum requirements for the on-line acquisition of personal data, and especially procedures, times, and the information the data controllers are required to provide to users when they log on to web pages, regardless of their reason for doing so.

The server on which the website resides is at datacenter OTS S.p.A. - Street 1, Building F, Entrance 5, Floor 6 - 20090 Assago - Milanofiori (MI) - Italy.

In addition to server address, the data may be processed at the headquarters of illycaffè S.p.A. or and at the offices of the data processors appointed by illycaffè S.p.A. (as well as on the premises of third parties to whom the data can be communicated in quality of independent data controllers and that are indicated in such policy or in appropriate privacy policy statement inside of the site).

Users are however advised to view all the specific information provided in the various sections of the site.

Types of data processed and procedures of processing data

Navigation data

During their normal operation, the IT systems and software procedures which operate this website acquire some personal data the transmission of which is implicit in the use of Internet communications protocols.

These data are not gathered for association with identified subjects, but by their very nature, when processed or associated with data held by third parties, they might allow users to be identified.

This category of data includes the IP addresses or domain names of the computers used by users who log onto the site, the addresses in URI (Uniform Resource Identifier) notation of the resources requested, the time of the request, the method used when submitting the request to the server, the size of the file obtained in reply, the numerical code indicating the server's response status (concluded successfully, error, etc.) and other parameters relating to the user's operating system and IT environment.

These data are used for the sole purpose of obtaining anonymous statistical information concerning use of the site and to check that it is operating correctly and are deleted immediately after processing. The data might be used to identify those responsible in the event of IT crime against the site or more generally against the company.

The data could be processed by illycaffè manually, on paper or using IT or telematic means (and therefore illycaffè will store and process the data on paper or IT media).

Cookie

Definition of cookies

Cookies are small text files that are sent to your computer.

The site in question uses the following types of cookies:

Technical cookies

They are cookies essential for the proper operation of the website. These cookies allow you to provide the services requested by users and to browse the site using its best performance. This type of cookie cannot be disabled because it is necessary for the proper operation of the site.

Cookie	Type of cookie	Company	Objective	Retention time
MoodleSession	Essential	Coreconsulting srl	Required to provide continuity and maintain your access from one page to another	This cookie will be destroyed when you leave or close your browse

illycaffè's cookies are processed with electronic means.

How to delete Cookies

Most browsers allow you to reject/accept cookies. Below we present some practical information to disable cookies on major web browsers.

Chrome

1. Select the top right icon to open the personalization dropdown menu
2. Select *More tools*.
3. Select *Clear browsing data*.
4. In the box that appears, select *"Cookies and other site and plug-in data,"* and *"Cached images and files."*
5. On the menu box at the top, select *"beginning of time"* to delete everything.
6. Select *Clear browsing data*.

Mozilla Firefox

1. Go to *'Tools'* in the menu bar
2. Click on *'Options'*
3. Click on *'Privacy Tab'*
4. Click on *"Clear Now"*
5. Select *"Cookies"*
6. Click on *"Clear Private Data Now"*

Internet Explorer

1. Select *"Tools"*
2. Select *"Internet Properties"*
3. In *"General"* tab select *"Delete..."*
4. Select the option *"Cookie"*
5. Select *"Delete"*

Safari

1. Click *Safari* then *Preferences*. Click on *'Privacy.'*
2. Click on *'Details.'*
3. You will see a list of websites that store cookies. You can remove single sites by clicking the *'Remove'* button and selecting a site. If you want to clear all cookies, click *'Remove All.'*
4. When you have finished removing sites, click *'Done.'*

How to browse without cookies

Google Chrome

1. Select the top right icon to open the personalization dropdown menu
2. Select *"New Incognito Window"*

Mozilla Firefox

1. Select the top right icon to open the personalization dropdown menu
2. Select *"Select New Private Window"*

Internet Explorer

1. Select *"Tools"*
2. Select *"Safety"*
3. Select *"InPrivate Browsing"*

Safari

1. Select the Gear icon to open the personalization menu
2. Select "Private Browsing..."
3. Click OK

Data supplied voluntarily by the user

For specific provisions for which there is a specific form (e.g. form of registration) it is better to refer to the specific privacy policy statement.

The optional, explicit, voluntary dispatch of electronic mail to the addresses provided on this site (in the event in which it is only indicated address email and does not exist an appropriate form in presence of which it is better to refer to the specific notices that regulate the provision in the various form), leads by illycaffè to the subsequent acquisition of the sender's address, necessary in order to reply to the enquiry, and any other personal data included in the message (and its attachments) or the specific forms used. In this case (where email address is provided alone, without a specific form of compilation in the presence of which refer to specific information governing the provision in various forms) the provision of data is optional but failure to provide an address or other data necessary for dealing with the request will make any reply to the email, and thus the fulfilment of the request, impossible. With the sending of the e-mail the person concerned shall authorize illycaffè to the processing of data for responding to the requests.

In case of requests for material shipment, the necessary data to the shipment could be communicated by illycaffè to mail-carriers.

Data, in paper or electronic format, could be dealt by illycaffè manually or with computerized instruments.

Data Controller and Data Protection Officer

The Data Controller is illycaffè S.p.A., having its registered office in via Flavia 110, Trieste, phone number +39.040.3890.111, fax number +39.040.3890.490, e-mail: infoprivacy@illy.com. There is also a Data Protection Officer available at the email address dpo@illy.com and at the addresses of the Company.

Rights

We inform you that the GDPR provides the possibility for the data subject to ask the Data Controller (at the above addresses) access to personal data and rectification of them, erasure of data or restriction of processing concerning him/her, data portability; the data subject may also have the possibility to object to the processing of data and to exercise the other rights contained in Chapter 3 Section 1 of the GDPR including the right to withdraw consent, where applicable: the withdrawal of consent does not affect the lawfulness of the processing based on consent given before revocation.

Complaints

The data subject, if he thinks that the processing of his personal data infringes the provisions of the GDPR and of privacy laws, can always lodge a complaint with the Italian Data Protection Authority, whose references can be found on the website www.garanteprivacy.it.

Legal Basis

The legal basis consists of legal obligations (Italian and European laws) as well as the legitimate interests of the Data Controller in the relationship with the user. Furthermore, for the purposes for which consent is provided, the legal basis is the consent itself.

Context of communication and disclosure of personal data

No data is being disclosed by illycaffè

For specific processing for which there is a specific form (e.g. form of registration) it is better to refer to the specific notices.

For any other processing, the data may be disclosed on behalf of illycaffè, each for own role, to all subjects delegated by illycaffè (administration staff, public relations staff, information system staff that can also carry out tasks of system administrators being appointed as such in this case, IT consultants also external to the Company, that can also carry out tasks of system administrators being appointed as such in this case, marketing staff also external to the Company, internal and external mailing and enveloping staff also external to the Company, staff of Data Processors, website staff also external to the Company, legal consultants also external to the Company, legal department staff) and to Data Processor (eg. companies in charge of envelope filling and mailing, marketing, administration and maintenance of servers, website administration). The list of Data Processors is always available by contacting the Data Controller.

If necessary, the data can also be communicated by illycaffè to judicial bodies or to the police or to anyone it is necessary in order to satisfy obligation provided for the law, regulations or EU law or in order to assert a right during judicial proceedings.

Optional or compulsory provision data and procedures of treatment

For a complete information on the treatment of the data by illycaffè, we invite you to take vision of all the information contained within the various areas of application of the data and all sections of this privacy policy.

Specific Notices

As already mentioned, specific summary information is available on the site in the pages of the site prepared for services on request. Please also refer to this information that integrate this policy.

This privacy policy is updated to 23rd of December 2021. Such update is carried out inside of policy of constant review of the informative ones. The versions of the previous policy statements are available writing to Data Controller (e-mail dpo@illy.com).