

The Privacy Policy that we detail below can help you better understand how we use the personal information collected by RELISA as much in relation to our website ([www.relisa.com](http://www.relisa.com)), as in our services. We explain in detail the types of personal data we collect, how we collect them, for what purposes we can use them and with whom we can share them.

You can click on the titles below to go to a specific section:

1. [Who is responsible for the processing of your personal data?](#)
2. [What do we understand by personal data?](#)
3. [What personal data do we deal with?](#)
4. [For what purpose do we process your data?](#)
5. [How long do we keep personal data?](#)
6. [How do we protect your data?](#)
7. [To which addressee can we communicate your data?](#)
8. [What are your rights when you provide us your data?](#)
9. [Changes to our privacy policy](#)

## 1. Who is responsible for the processing of your personal data?

All personal data processed by **RELISA** in relation to this Privacy Policy are responsibility of **Relisa – Receptora de líquidos, SA**, VAT A-08145385 (hereinafter, "**RELISA**"), which is considered "responsible for the treatment" under the applicable regulations on data protection.

- \* **Responsible:** RELISA – Receptora de líquidos, SA
- \* **VAT number:** A-08145385
- \* **Registered office:** Avinguda Moll de l'Energia 38, Port of Barcelona, 08039 Barcelona
- \* **Contact:**
  - Telephone: + 932 234 002
  - Online form: Contact section of our website

## 2. What do we understand by personal data?

We understand personal data that identify you or could be used for it, such as your name and contact information. They may also include information we collect when providing our private security services: video surveillance (images).

## 3. What personal data do we deal with?

They depend on the nature of your interaction with us or the **RELISA** services you use but may include the following:

**A. Information that you provide us directly:**

- **Contact data:** we can collect personal and/or business contact information that includes you name, surname, postal address, telephone number, fax number, email address and other similar contact information.
- **Payment data:** we collect the data necessary to process payments and avoid fraud, which includes credit/debit card numbers, security code numbers and other information related to billing.
- **Account information:** we collect information such as how you have contacted, registered or contracted the **RELISA** services, your transaction history, billing and assistance, the **RELISA** services you use and everything related to your client account.
- **Other information that allows personal identification:** examples of other information that allows personal identification that we can collect about you includes:
  - Information you provide us when interacting in person, on line or by phone or email with our Customer Service Center, or other Customer support channels, your answers to customer's questionnaires or selection processes
  - Additional information you provide us to make easier the provision of services and answering your requests.

You can decide not to provide us the personal data we request to, however, if you choose not to do so, in some cases we will not be able to offer our services, certain specialized features or we will not be able to answer you in an effective way to some of your requirements.

**B. Information collected automatically about the use of our services and in case you access to our facilities:**

- **Biometric Images and/or data:** for security, our company has surveillance cameras and Access controls to our facilities.
- **Aggregated or anonymous data:** In the course of our operations we may also apply a process of disidentification or pseudonymisation to your data so that it is reasonably unlikely that you will be identified with the use of the data with the available technology.

## 4. For what purpose do we process your data?

**A. Provision of services**

We will treat your data in order to sign the contract and manage the Operations derived from it, specifically we will treat your data in order to:

- Formalize the contract and manage the correct development of it
- Prepare and issue the corresponding invoices, as well as manage the collection thereof
- Attend and resolve the complaints and claims made
- To verify the customer's identity and condition

**B. To manage and process requested services**

We will treat your personal data (personal and contact information) to attend the request about any question, doubt, complaint, that the user/Customer may arise

## 5. How long do we keep personal data?

We keep your Personal Data for as long as we need it, for the purpose for which we treat your personal data, to satisfy your needs or to comply with our legal obligations.

To determine the conservation period, we use the following criteria:

- Personal data obtained when contracting services: while our contract relationship lasts
- Personal information obtained when contacting us for an enquiry: Personal data during the time necessary to attend your enquiry
- Personal data obtained when creating an account: until you ask us to delete them or after an inactivity period (without active interaction) of three (3) years

We may retain your personal data to accomplish with our legal obligations, as well as to exercise our rights (for example, claims before the courts).

## 6. How do we protect your data?

We implement and maintain security measures, technical and organizational, appropriate to protect the personal data we process from unauthorized Access as well as to prevent its alteration, divulgation, loss or destruction.

## 7. To which addressee we can communicate your data?

As a general rule, we do not share your personal information. However, sometimes we need to share your data with third parties, either to offer our services or by legal requirement:

- We use Service providers (hosting, website maintenance...) that can Access to your personal data. Our suppliers are obliged by contract to maintain the confidentiality and security of the information received and cannot use it for any other purpose than carrying out the services they are performing to **RELISA**.

At times, these third parties may require access to some or all of your data, when this happens, we will take all reasonable measures to ensure that your data will be treated in a safe way, and in accordance with your rights and our obligations.

Apart from the above assumptions, **RELISA** does not share with third parties the personal data provided by our users/customers, except when we are legally obliged to do so, we

are required by a competent authority or administration, or to protect the vital interest of a person.

## 8. What are your rights when you provide us your data?

You have the following rights:

- **Right of access:** Right to obtain confirmation if **RELISA** treats your personal data or not.
- **Portability right:** Whenever **RELISA** processes personal data through automatic means based on its consent or a contract, the user/customer has the right to obtain a copy of his data in a structured format, commonly used and mechanically transferred to your name or to a third party
- **Right to rectification:** Right to rectify your inaccurate or incomplete personal data.
- **Right to suppress or right to be forgotten:** The right to obtain the deletion of any personal data that **RELISA** treats at any time, except in situations such as the following: an outstanding debt, or a pending doubt or claim. If your relationship has been of a contractual nature, we will keep your personal data by fiscal and accounting regulations.
- **Right to opposition the treatment of data:** Right to object to the processing of personal data based on the legitimate interest of **RELISA**. We will not continue to treat personal data unless we can demonstrate imperious legitimate reasons for the treatment that prevail over your interests, rights and freedoms, or for the formulation, exercise or defence of claims.
- **Right to report a complaint to a control authority:** You have the right to report a complaint to the competent data protection authority if you consider that **RELISA** is handling your data incorrectly.

To exercise any of these rights, you must send a signed document (original signature) sent to **RELISA** Receptora de líquidos SA, to the following address: Avinguda Moll de l'Energia 38, Puerto de Barcelona 08039 Barcelona, indicating:

- Name and surname, providing a copy on both sides of your ID or equivalent document (NIE, passport).
- Address for notification purposes.
- The right exercised
- If acting through a representative, the document proving said representation.
- Documents accrediting the request made (if necessary)
- Date and signature of the application

## 9. Changes to our privacy policy

**RELISA** reserves the right to modify this privacy policy at any time by updating this page and publishing the new version online. Any change will be communicated through an email or a notice on our website, so we recommend reading it before each access and navigating the website.