



CONNECTIVITY SERVICES AGREEMENT

GENERAL TERMS AND CONDITIONS

1. Preamble and definitions

1.1 Preamble

STEL s.r.l. is a company that provides high-tech communications services. In particular, under agreements with its business and technology partners, STEL s.r.l. can install and activate electronic communications networks that enable data dissemination at high speeds and function as alternative broadband data transmission systems, specifically: FWA the fiber arrives at a STEL radio distribution tower (BTS) and the signal is received by an antenna placed on the roof of client's home or business; FTTC the fiber arrives in a nearby external cabinet and from this to the client's home or business through the telephone pair; FTTH the fiber optic connections reaches the client's home or business directly.

The business conducted by STEL s.r.l. is deregulated and authorized by law. The instruments used to provide the services (including but not limited to firewalls, data coding systems, anti-virus systems, and indoor and outdoor wireless systems) are in compliance with applicable laws and with the security standards required under national and international regulations. All related products used, which are owned by STEL s.r.l., have received government authorization. The services offered are mainly intended for business clientele, because the scope of application, required equipment and use potential of the services make them more appropriate for business purposes. In this regard, it should be noted that the Customer may use the services offered by STEL s.r.l. for business aims and purposes, pursuant to Legislative Decree of August 1, 2003, published in the Official Journal of the Italian Government on September 15, 2003 (titled 'Communications Code'), and the Customer must obtain express government authorization pursuant to subsequent Article 9 only if the specific uses of the service require it. 9.

1.2. Definitions

STEL s.r.l.: contracting party, which will provide the service, officially STEL s.r.l., with registered office at 24B Via Verginese, Gambulaga (FE), Italy, and with Italian tax registration number 01177820386. **Customer:** contracting party and legal entity, whose details are presented in full in the Service Agreement (hereinafter SA) di S.) of this agreement, which duly undersigned, constitutes an integral and substantial part thereof. **Party (or the Parties):** impersonally, separately, or jointly, STEL s.r.l. and the Customer.

Agreement: jointly, these General Terms and Conditions (duly undersigned with two signatures) and the Subscription Form (duly completed in its entirety and signed by the Customer).

Service: bidirectional wireless broadband connection service, to be used for data transmission, provided according to the features specified in further detail in the SA. In this respect, given that the Service has numerous potential applications, and because it may be provided in different ways, a precise description of the Service must be given in the Service Agreement, which defines the scope of the Service and therefore its effective content.

It is expressly acknowledged that the Service shall be provided exclusively for private means and/or for purposes strictly connected to the Customer's business operations.

Periodic Fee: a monetary fee to be paid by the Customer on a continuing basis, as per the terms specified in the SA, in exchange for timely provision of the Service by STEL s.r.l.

Activation Fee: a one-time monetary fee to be paid by the Customer to STEL s.r.l. at the time the Service is activated, as per the terms specified in the Subscription Form, consisting in an amount covering usage of



the equipment and an amount partially covering the costs of activating the Service. Deactivation Fee: a one-time monetary fee to be paid by the Customer to STEL s.r.l., as per the terms specified in the SA, consisting in an amount covering the costs of uninstalling the equipment, to be paid at the time the Service is deactivated, only in the event that the Agreement is terminated upon request by the Customer or as a result of grounds for termination dependent on the Customer.

Equipment: the set of products needed for the correct provision of the Service, including but not limited to firewalls, data coding systems, anti-virus systems, and indoor and outdoor wireless systems. Electronic Communications Code: Italian Legislative Decree of August 1, 2003, adopting EU directives 2002/19/EC, 2002/21/EC and 2002/22/EC, as published in the Official Journal on September 15, 2003.

2. Purpose of the Agreement and Preparatory Activities Included

2.1. By entering into this Agreement, STEL s.r.l. undertakes to provide the Service to the Customer on a continuous basis without interruption, unless otherwise specified hereunder.

2.2. STEL s.r.l. is specifically required to carry out, under its own responsibility, all preparatory activities needed to enable the Customer to use the Service to its full potential.

2.3. Preparatory activities include testing the Customer's hardware and software tools with a view to ensuring correct use of the Service.

2.4. Preparatory activities to be carried out by STEL s.r.l. also include installation and setting up of the Equipment. In case of using platform during installation, maintenance or disinstallation, the cost will be charged on the customer even if the same takes place through Stel srl.

2.5. It should be noted that the type of agreement for the services provided by STEL s.r.l. is a supply agreement, regulated by Article 1677 of the Italian Civil Code, and is thus not a tender contract.

2.6 Except any technical impediments not attributable to Stel srl and/or from any hypothesis linked to unforeseeable circumstances or force majeure, Stel srl will activate the service in the following terms: FWA: within 20 working days from the date of approval; FTTC: within 25 working days of the date of approval; FTTH: within 45 working days from the date of approval subject to the availability of optical fiber in the area.

2.7 Each public static IP address assigned by Stel srl to the customer will remain exclusive property of Stel srl and its use is limited to the duration of the contract. If the contract is terminated for any reason, the use of this IP address will also be automatically terminated. Stel srl also reserves the right to use dynamic IP addresses provided with the formula CG Nat.

2.8 The customer accepts the existence of the electronic register of the functioning of the service (LOG) compiled and kept by Stel srl or by specifically authorized third parties. The content of the LOG is strictly confidential and can be shown only upon request from the competent Authorities. In order to identify with certainty the origin of the connection, the customer assumes that the Service Manager identifies the user at the time of connection using the user's identification code.

2.9 About telephone traffic, the customer must comply with the criteria of good faith and correctness in the use and function of the service, refraining from obtaining advantages other than those connected to the personal function of the service, such as, by way of example, making use of obtain or have third parties obtain, or other numbers, top-ups or traffic credits. In all cases of unauthorized use, Stel srl reserves the right to suspend the Service or to charge the customer the amounts corresponding to the incorrectly priced traffic, without prejudice to the right to adopt any other protective measure. Subjects who perform Call Center, Telemarketing, data transmission, fax, remote surveillance services or who perform services that lead to anomalous traffic due to routes or volumes cannot take advantage of an offer or a flat rate plan.



3. Preparatory Activities – Exclusions

3.1. If, following the testing described in paragraph 2.3 above, it is determined that for the correct provision of the Service, operations must be performed on the Customer's telecommunications network and/or dedicated equipment other than the Equipment included above needs to be installed, then STEL s.r.l. will promptly notify the Customer.

3.2. Any such operations or installations may be carried out by the Customer or by STEL s.r.l. as may be indicated in the Service Contract.

Such operations and/or installations do not, in any case, constitute part of this Agreement, and would therefore be charged separately, if carried out by STEL s.r.l.

3.3. If such network-related activities and/or equipment installations are carried out by STEL s.r.l., then the Customer will, under its own responsibility and at its own expense, ensure that all spaces needed for the purpose are made available and prepared, in keeping with indications received. 3.4. Specifically, the Customer must check that all systems are compatible with and can be connected to the equipment that may be provided by STEL s.r.l., ensuring that the electrical power system and related grounded outlets are compliant with legislation in force.

3.5. The Customer shall notify STEL s.r.l., before installation work begins, of any structural impediments or other obstacle inherent to the desired location of equipment installation.

3.6. It should nevertheless be noted that in the installation and activation phase of the Service, the following activities are not included in the Agreement:

any masonry work; work to upgrade, adjust or install electrical wiring; ducting, whether external or concealed; the supply and installation of trellises or poles and support brackets; the supply or use of scaffolding or aerial work platforms which may be needed in order to position or reach device attachment points. Any work that the Customer requests on the Customer's own devices (e.g. Computers or wireless routers) that could potentially be performed by qualified personnel is also not included, and is nevertheless considered outside the scope of the agreement and at a cost stipulated in the SA.

4. Equipment Ownership and Use

4.1. It is understood that the set of Equipment provided shall remain the exclusive property of STEL s.r.l., which grants the Customer exclusive use rights for the sole purpose of enabling fulfillment of the Service.

4.2. STEL s.r.l. will therefore have the right to request the return of this Equipment as and when the Agreement is terminated, as specified below. As such, unless indicated otherwise in the General Terms and Conditions, as regards the use of the Equipment, the provisions contained in Article 1803 and subsequent articles of the Italian Civil Code are considered applicable.

4.3. As a security for the correct fulfillment of the Customer's obligations to conserve and return the Equipment, as specified in paragraph 6.3, the Customer shall pay STEL s.r.l. a monthly amount as stipulated in the SA to this Agreement.

4.4. STEL s.r.l. will make arrangements to repair and replace Equipment installed in the Customer's premises and will equally make arrangements to carry out, at any time, changes to the substance or configuration of the Equipment, as well as to perform all tests and checks on the Equipment deemed appropriate. To this end, the Customer will allow STEL s.r.l. personnel or third parties hired by the latter to access its premises where the Equipment is installed.



4.5 The Customer undertakes not to switch off or cut off the power supply to the antenna(s) for the entire duration of the agreement, except in the event of an electrical malfunction, in order to allow STEL s.r.l. to perform software updates via remote access which are essential to ensuring the correct operation of the connection, and also in order not to disrupt the connection of any other users that may be connected via the equipment on the Customer's premises. In the event that the power supply to the equipment is cut off, its full operability cannot be guaranteed. In the event that the Customer needs to switch off the power due to an extended period of absence from the premises or for any other reason, the Customer shall undertake to notify STEL s.r.l. in advance, early enough to enable STEL s.r.l. to find other solutions for any signal rebroadcasting.

4.7. After 180 days from the installation date, any malfunction that cannot be resolved by telephone (and therefore requires the physical presence of its own personnel or contractors at the Customer's premises), STEL s.r.l. will charge the Customer a call-out charge of €50.00 plus VAT, unless the Customer has signed an all-inclusive assistance contract; it is nevertheless understood that the repairs will be made free of charge, given that they are property of STEL s.r.l.

5. Term of the Agreement, Termination and Early Termination Charges

5.1 The Agreement, which takes effect on the subscription date specified in the SA, is understood to be subscribed for a minimum initial period of two (2) years, and shall be tacitly renewed from time to time, for an equal length of time, unless advance notice of termination is given by the withdrawing Party at least ninety (90) days prior to the expiration date. Such notification must be sent via registered mail with delivery receipt to the specified addresses (for the Customer, the address specified in the SA, and for STEL s.r.l., the address specified in the General Terms and Conditions) or by PEC amministrazione@cert.stel.it. Please note that for seasonal contracts SUMMER the period is from 01 May to 31 October and for the contract WINTER is from 01 November to 30 April. Duration, for all seasonal contracts, it is intended for 2 (two) complete seasons.

5.2. For the entire duration of the advance withdrawal notice period, both Parties must continue to abide by the agreed terms and conditions, with no exceptions.

5.3. Failure by one Party to fulfill contractual obligations during the advance withdrawal notice period will grant the other, compliant Party the right to claim full compensation for damages incurred.

5.4. It is the Customer's prerogative to withdraw from the Agreement before the expiration date and potential renewal date, as long as this is done in the manner described in paragraph 5.1 above. In the event of early withdrawal, the Customer must in any case pay STEL s.r.l., as compensation for fixed costs, the lesser of: (a) the sum of all unpaid periodic fees that would have been payable before the expiration date or tacit renewal date, and (b) 1 (one) year's worth of periodic fees. Since the periodic fee is to be paid to STEL s.r.l. in advance once every two months, unless agreed otherwise, the Customer shall pay the fixed cost compensation in conjunction with payment of the final invoice received.

This compensation for fixed costs is not to be considered an unfair term, as it is necessary to recover the cost of equipment used at the Customer's premises in the event of early termination, also on the basis of the provisions of Resolution 487/18/CONS-AGCOM. In any case, Stel srl will obtain from the Customer any other amount deriving from the non-compliance with any promotional conditions applied from time to time.

6. Equipment Returns and Penalties for Failure to Return

6.1. At the expiry of the contract or in the case of cancellation, customers who have submitted the Flash and Cwave contracts undertake to uninstall, pack and return the equipment supplied on loan for use



(router and antenna) at their expense within 30 days, sending them to the STEL offices (for Sardinia: Via Angola, 14 - 07026 Olbia (SS) office hours: 9/13-14.30/18.30 - for Emilia Romagna/Veneto Via Verginese, 24/b - 44015 Ferrara (Fe) office hours: 8.30/12.30-13.30/17.30).

In the event that the equipment is not returned or is damaged except for normal deterioration, Stel reserves the right to charge the customer for the value of the unreturned equipment or the costs for its repair, up to a maximum of € 250.00.

6.2 At the expiry of the contract or in the case of cancellation of Dwave and Gwave contracts, the uninstallation and recovery of the antenna and router will take place by Stel which will charge the customer an amount of € 250.00 + VAT for this intervention.

7. Obligations and Limitation of Liability of STEL s.r.l.

7.1. STEL s.r.l. guarantees the Customer the continuous and correct use of the Service, and guarantees the correct operation of the Equipment, in accordance with the features specified in the Service Agreement.

7.2. STEL s.r.l. also guarantees timely execution of the preparatory activities described in paragraph 2 above and, if necessary, those described in paragraph 3 above.

7.3. STEL s.r.l. undertakes to implement the provision of the Service within forty working days from the date on which the Agreement is signed, unless specifically stated otherwise in the Service Agreement.

7.4. If the Service is disrupted for technical reasons, STEL s.r.l. guarantees that the Service will be correctly restored, in terms of the primary systems only, namely the distribution backbone and POP, within two working days of when the service breakdown is reported. In case of problems not attributable to Stel srl but to third party structures (e.g. BUL National Network) the technical times for maintenance will be those determined by the third party supplier.

7.5. Disruptions may be reported by sending an email to assistenza@stel.it, a text message to the telephone number (+39) 3496558055, or via mail support@stel.it; for telephone assistance, the Customer can call the special-rate number 8958050515.

7.6. For Dedicated Bandwidth or Guaranteed Bandwidth contracts, a toll-free technical support number will be provided.

7.7. STEL s.r.l. reserves the option to interrupt the Service for 'technical stoppage' in order to perform ordinary or extraordinary maintenance as necessary to ensure that the Equipment functions correctly. The Customer will be notified of any such 'technical stoppage' at least 48 hours in advance via an alert on the www.stel.it website, and STEL s.r.l. must provide an indication of how long the stoppage will last. Technical stoppages must be implemented in such a way that causes the least possible disruption to the Customer. Dedicated and Guaranteed broadband customers will also be notified of technical stoppages via e-mail.

7.8. The Customer shall take note that STEL s.r.l. shall in no way be held liable to the Customer for any unavailability of the Service caused by force majeure, tampering, vandalism, or by any operation performed on the services or on the Equipment by the Customer or by any third party not authorized by STEL s.r.l., or in the event of erroneous or improper use of the Service by the Customer.

7.9. For indicative purposes only, force majeure is intended as any unforeseen and unforeseeable events resulting from natural causes or third parties, including but not limited to: natural disasters, lightning, fires, explosions, extreme weather events, and acts of vandalism or sabotage.

7.10. STEL s.r.l. shall not be held liable for malfunctions and/or disruptions to the Service caused by failure on the part of the Customer to comply with safety, fire prevention or accident prevention regulations, and/or for improper use of the Service.



7.11. STEL s.r.l. furthermore reserves the right to suspend provision of the Service at any time and without prior notification, if any such improper use of the Service were to cause damages or disruptions to third parties, or to violate any laws or regulations, except in any case where further legal remedies are made.

7.12. STEL s.r.l. guarantees the provision of the following minimum bandwidth (GMB):

- Individual user contracts FWA - GMB 1Mbps
- Company user contracts FWA - GMB 2Mbps
- Dedicated Bandwidth Company user contracts - 50% of the selected GMB
- Guaranteed Bandwidth user contracts – 95% of the selected GMB
- Individual user contracts FTTC - GMB 1Mbps
- Individual user contracts FTTH - GMB 15Mbps

8. Customer Obligations and Liability

8.1. The Customer must provide, at the time the SA is stipulated, all technical information requested by STEL s.r.l., and shall be held fully responsible for the correctness of the information provided.

8.2. As such, any Service malfunction owing to incorrect technical information having been provided by the Customer cannot in any way be attributed to STEL s.r.l.

8.3. Provision of the Service is guaranteed only for the specific hardware, software and telephone configurations indicated at the time the SA is stipulated.

8.4. The location in which the Service is to be provided will be specified in the SA.

8.5. The Customer must also keep its hardware, software and telephone devices operative in full efficiency as required for the correct operation of the Service, and must take care of the Equipment with due diligence, as stated in paragraph 4 above.

8.6. The Customer shall assume all responsibility for the consequences of using any devices other than the Equipment provided for the purpose of using the Service, particularly any devices without certification or authorization as required under regulations in force.

8.7. The Customer is also responsible for the consequences of tampering with or making any changes to the tools and/or Equipment needed for the correct operation of the Service, if these changes have been made by the Customer or by third parties not authorized by STEL s.r.l.

8.8. The Customer undertakes to only allow STEL s.r.l. or third parties hired by STEL s.r.l. to perform any work on the Equipment and on all other tools required for the correct operation of the Service.

8.9. Likewise, any requests for changes to the substance and configuration of the Service must be made by the Customer to STEL s.r.l. only, which after verifying the feasibility of the requested changes, will notify the Customer of the time frame and costs involved in implementing those changes.

8.10. The Customer shall also be aware that the Service is deregulated pursuant to the laws in force, though nevertheless compliant with the law for the use for which it has been authorized. 8.11. The Customer shall assume all responsibility for the content and forms of communication transmitted using the Service, and shall indemnify STEL s.r.l. from any related claim, action or objection that may be brought forward by any third parties against STEL s.r.l.

8.12. The Customer shall retain full ownership of all information transmitted using the Service, assuming all the broadest responsibility for the content of that information, and shall expressly exonerate STEL s.r.l. from any liability for related investigations and/or inspections, as well as from related expenses.

8.13. STEL s.r.l. is therefore expressly excluded from liability for any information disseminated by the Customer using the Service.

8.14. The Customer shall also hold harmless and indemnify STEL s.r.l. from any losses, damages, liability, costs or charges, including legal fees, that STEL s.r.l. may incur as a consequence of any non-fulfillment by the Customer of the obligations and guarantees stipulated in this paragraph or in any case associated with



the transmission of information using the Service, including in the event of damage claims brought by a third party in any capacity.

8.15. The Customer is expressly prohibited from transferring the service to third parties for free or for a fee, temporarily or definitively.

9. Fees, Payment Terms and Conditions, and Interest on Arrears

9.1. The Customer shall pay STEL s.r.l. the amounts specified in the SA, by way of periodic fees, an activation fee and, if applicable, a termination fee. VAT will be applied to all amounts.

9.2. The terms and conditions of payment are those specified in the SA. Bills will be issued once every two months, in advance, unless agreed otherwise in the SA.

9.3. Billing for the Service shall begin from the time installation is completed and certified.

9.4. Should the Customer fail to pay amounts payable by the due date, STEL s.r.l. reserves the right to suspend provision of the Service.

9.5. In case of non-payment, the suspension will take place, not before 15 days, after at least two notices by e-mail, to the address indicated in the S.A. signed between the parties, of non-payment and will take place in two stages. In the first phase the bandwidth will be increased to 512 Kbps of BMG, in the second phase the service will be discontinued as well as billing.

9.6. If the customer makes the payment and notifies it via e-mail to amministrazione@stel.it or via whatsapp to +39 346 3889507 the profile will be restored within 24 business hours. In case of failure to communicate, Stel srl will restore the profile upon receipt of the bank transfer. Stel srl reserves the right to terminate the contract pursuant to art. 1456 of the Civil Code, subject to further legal remedies.

9.7. In the event of a late payment, STEL s.r.l. may charge the Customer interest on arrears, calculated pursuant to Legislative Decree No. 231/02.

9.8. STEL s.r.l. will provide, in bills sent to the Customer, details of any payments in arrears and the corresponding interest charges.

10. Legal Termination of the Agreement

Without prejudice to contract termination cases falling under former Article 1456 of the Italian Civil Code, as described in paragraphs 9.6 and 11 of this Agreement, the Agreement shall also be considered legally resolved if one of the following circumstances occurs:

- A result of the Customer's failure to make payments at least three times in the same calendar year;
- The Customer becomes listed, subsequent to entering into the Agreement, on the official register of protests for non-payment;
- Either the Customer or STEL s.r.l. become subject to a court repossession order (whether on movable or immovable property), subsequent to entering into the Agreement;
- Either the Customer or STEL s.r.l. undergo any form of insolvency proceedings, subsequent to entering into the Agreement;

11. Termination for Non-Fulfillment

STEL s.r.l. and the Customer shall both reserve the right to terminate the Agreement pursuant to and as a result of Article 1456 of the Italian Civil Code via simple written notification, to be sent by registered mail with delivery receipt, solely in the event of non-fulfillment of the obligations contained in paragraphs 2.1, 4.2, 5.2, 7.1, 8.6, 9.1, 9.6 and 11 of this Agreement



12. Inapplicability of Consumer Protection Laws

The Parties reciprocally acknowledge that, as regards contracts with companies, the Agreement is entered into for aims inherent to conducting business; therefore, articles 1469-bis and subsequent paragraphs of the Italian Civil Code (Title XIV bis) are expressly deemed not applicable, as is all other legislation intended to protect consumer rights.

13. Court of Exclusive Jurisdiction

For any dispute that may arise pertaining to the interpretation, execution or termination of the Agreement, the Court of Ferrara shall have exclusive jurisdiction.

14. Privacy

Based on current national and European legislation (GRDP 2016/679) on privacy, this company is required to request your explicit consent for the processing of your personal and sensitive data, including those related to telephone and/or telematic traffic data (so-called traffic data). This information will be stored and processed only to the extent strictly necessary for the provision of the services subject to this Contract, unless otherwise and specifically authorized, and the related treatment will be based on the principles of minimization, proportionality, correctness, lawfulness, transparency, protection of confidentiality and the rights of the interested subject. The Data Controller is the company STEL S.r.l. - Via Verginese, 24/B - 44015 Gambulaga - FE - (info@stel.it), represented by its legal representative pro tempore.

14.1 Processed Data

The collected and processed data, following the communication of this information and the acquisition of the relevant consent, may concern the following categories: - personal data (name, surname, gender, date and place of birth, address, telephone numbers, tax data, etc.); - identification data (business name or denomination, registered office, telephone numbers, fax, email, tax data, etc.); - data related to economic and commercial activities (orders, solvency, accounting and tax banking data, etc.); - data related to telephone and/or telematic traffic (so-called traffic data) provided and/or acquired also during the contractual relationship.

14.2 Purposes of data processing.

The processing: 14.2.1 execution of the contract and related obligations and compliance with legal obligations related to the contractual relationship; 14.2.2 maintenance of plants, computer/telematic systems and/or connection; 14.2.3 installation, delivery and maintenance of products and/or equipment; 14.2.4 billing, also on behalf of third parties, of rents, traffic and any additional products/services; 14.2.5 protection of contractual rights, assistance and management of any claims and disputes; 14.2.6 management of delayed/missed payments and possible credit recovery; 14.2.7 transfer of credit to authorized companies; 14.2.8 preservation and use of accounting data; 14.2.9 internal statistical activities; 14.2.10 marketing activities through the sending of promotional and advertising material related to products or services similar to those covered by the current commercial relationship; 14.2.11 market research and customer satisfaction surveys on the quality of the services provided and the activities carried out, also carried out in collaboration with third parties.



The provision of data and its processing is mandatory for the purpose n.1. Therefore, any refusal to provide data for these purposes may result in the impossibility of providing the service. The provision of data and the relative treatment is optional for purposes n. 2, 3, and 4.

Processing methods

Data will be processed in paper and computerized form and entered into the relevant databases that can be accessed, and therefore known, by employees in the IT, administrative, and external consultants expressly designated by the data controller as data processors. These subjects may carry out consultation, use, processing, comparison, and any other appropriate operation, also automated, in compliance with the legal provisions aimed at ensuring confidentiality and security as well as accuracy, updating, and relevance of the data to the declared purposes. Personal data will be kept for the following period: 10 years.

Communication and dissemination of data

With regard to the purposes indicated, data may be communicated to the following categories: - companies providing ancillary services; - management of collections and payments, credit recovery; - assignment of credits and/or contracts; - compliance with regulatory obligations; - protection of contractual rights; - archiving of documentation relating to relationships with customers; - detection of financial risks, for the purpose of preventing insolvency risks; - judicial authorities; - centralized computer systems managers; - insurance companies; - credit institutions.

For purposes 14.2.9-10-11, communication of data is not provided, except for the disclosure of statistics in an aggregated and anonymous form. Data may also be communicated to external consultants in the exercise of activities carried out exclusively for the data controller. There is no provision for the dissemination of personal data.

Rights of Data Subjects

In relation to the aforementioned processing, at any time, data subjects may obtain confirmation of the existence or not of personal data concerning them, even if not yet recorded, and their communication in an intelligible form; indication: a) of the origin of the personal data; b) of the purposes and methods of the processing; c) of the logic applied in case of processing carried out with the aid of electronic instruments; d) of the identifying details of the controller, processors, and the designated representative pursuant Article 5, paragraph 2; e) of the subjects or categories of subjects to whom the personal data may be communicated or who may become aware of it as designated representative in the territory of the State, processors or appointed persons; they shall also have the right to:

- a) obtain updating, rectification, or, where interested therein, integration of the data;
- b) obtain erasure, anonymization or blocking of data processed unlawfully, including data which does not need to be stored in relation to the purposes for which the data were collected or subsequently processed;
- c) obtain certification that the operations as per letters a) and b) have been notified, also as regards their content, to those to whom the data were communicated or disclosed, except if this requirement proves impossible or involves a manifestly disproportionate effort compared to the right to be protected;
- d) in cases where specifically provided for by law, receive personal data concerning him/her, which he/she has provided to a data controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, also by direct transmission (so-called right to data portability);
- e) file a complaint with the Privacy Guarantor;
- f) object, in whole or in part, to the processing of personal data concerning him/her. Further information on the processing and communication of personal data provided directly or otherwise acquired may be requested from the Privacy Office at the company's headquarters



The undersigned, after having read and clearly understood all the information provided by the data controller pursuant to the current national legislation and Article 13 of EU Regulation 679/2016, gives his/her consent to the processing of the various categories of personal data necessary, as well as for the purposes expressly indicated in the information at points 14.2.1-2-3-4-5-6-7-8.

Client Signature

The consent for the purposes listed in points 14.2.9, 14.2.10 and 14.2.11 is optional but may help us improve our products and services and communicate updates of interest to you. However, you can verify and revoke any consent provided for such purposes at any time by contacting us at our email info@stel.it.

I consent YES I do not consent NO (tick the chosen box)

14.2.9 internal statistical activities

Yes No

14.2.10 marketing activities through the sending of promotional and advertising material related to products or services similar to those involved in the existing commercial relationship.

Yes No

14.2.11 market research and customer satisfaction surveys on the quality of services provided and activities carried out, also carried out with the collaboration of third parties.

Yes No

Client Signature

Client Signature