

# DP 1001 Lleida.net Privacy Policy



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## Change control

Date	Version	Amendments	Author
01/06/2020	1.0	Author	Eva Pané
09/11/2020	1.2	Description of data retention periods and fraud prevention treatment.	Eva Pané
28/02/2022	1.3	Review without changes	Eva Pané
10/04/2024	1.4	Inclusion of the data processor role and update of the responsible party's postal address	Eva Pané

## Distribution list

Departments
Lleida.net

## Document classification and status

<b>Document classification</b>	Public
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## 1 Introduction

### 1.1 Scope

This document aims to define Lleida .net Management's commitment to the personal data it deals with.

### 1.2 Scope of Application

All members of Lleida.net, as well as all third parties identified within the scope of the Information Security Management System (ISMS).

### 1.3 Distribution

Approved by Lleida.net's Steering Committee, this Policy must be accessible to all individuals listed in the specified distribution list within the document control through appropriate channels.

### 1.4 Review

Lleida.net's Steering Committee will review this Security Policy in the event of significant changes for the Organization, whether operational, legal, regulatory, or contractual. Revision will occur whenever deemed necessary, ensuring the Policy remains adapted at all times.

## 2 Privacy policy

### 2.1 Scope

LLEIDA.NET is committed to ensuring the confidentiality of the data provided by data subjects. Therefore, regarding data protection, we ensure compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 (General Data Protection Regulation), and other applicable provisions.

LLEIDA.NET will provide information so that, prior to providing personal data, the data subject can access the specific Privacy Policy for the processing of their data and any other relevant information regarding Data Protection

### 2.2 Data controller

Contact details of the data controller: LLEIDANETWORKS SERVEIS TELEMATICS, S.A. with VAT number A- 25345331, registered office at C/Télllez, 56 Local C – 28007 Madrid (hereinafter, LLEIDA.NET).

### 2.3 Purposes of data processing.

LLEIDA.NET undertakes to process personal data of data subjects solely for specific, explicit, and lawful purposes.

In instances where processing personal data for a purpose different from the one initially consented by data subjects is contemplated, adequate information regarding the new purpose will be provided to solicit their renewed consent.

Where personal data of data subjects may be used to create profiles or make automated decisions, comprehensive information about such activities and their potential ramifications will be supplied.

#### Fraud prevention

Data processing for SMS delivery and the eKYC service is utilised, alongside their primary purpose, to train the classifier algorithm and provide the service with learning for the prevention of potential fraudulent operations in the use of said services.

#### On Social networks

LLEIDA.NET maintains profiles on some of the principal social networks and is responsible for processing the data published therein.

The processing that will be carried out with the data within each of the aforementioned networks will be, at most, the one that the social network allows for corporate profiles.

Consequently, it may inform followers, via any means permitted by the social network, about its activities or offers, as well as offer personalised customer service.

Under no circumstances shall data be extracted from social networks unless the user has provided explicit consent for this purpose.

## 2.4 Legitimacy

Data subjects shall possess full rights over their data and its usage, which they may exercise at any time.

Under no circumstances shall data of data subjects be transferred to third parties without prior notification and obtaining their consent.

Data subjects shall be informed explicitly about the legitimacy of data processing, as exemplified by the following:

- Contract execution, in cases where a contract has been concluded with LLEIDA.NET, which shall be communicated in the contract itself or the General Contracting Conditions if the contracting process has been formalised through the websites.

Consent is required in cases of contact forms or newsletter subscriptions found on Lleida.net websites.

- Legitimate interest in data processing involving learning for the classifier algorithm within the framework of fraud prevention

## 2.5 Data Retention

Data shall be retained in a manner that enables the identification of data subjects for no longer than necessary for personal data processing.

Data subjects shall be specifically informed about the data retention period, as exemplified by the following:

Contract execution is for the duration of the contract and the period of prescription of contractual liabilities.

Fraud prevention, for 72 hours from the data collection.

## 2.6 Recipients

LLEIDA.NET shall only disclose data of data subjects in case of legal obligation, and under no circumstances shall personal data be shared with third parties without obtaining their prior consent, unless the transfer of their data is necessary for maintaining the relationship, as well as in cases provided for by the data protection regulations applicable at all times.

## 2.7 Source

If personal data were not obtained directly from the data subject but rather from a legitimate transfer or sources of public access, they shall be duly informed through any means allowing for proof that the duty to notify has been fulfilled.

## 2.8 Data protection rights

### Procedure for exercising rights

Data subjects may send a written communication to the registered office of LLEIDA.NET or send an email to [gdp@lleida.net](mailto:gdp@lleida.net), including, in any case, a photocopy of their ID card or another similar identifying document, to request the exercise of the following rights:

- Right to request access to personal data: the data subject may inquire whether LLEIDA.NET is processing their data.
- Right to request rectification of inaccurate or incomplete data or their deletion.
- In certain circumstances and for reasons related to their particular situation, data subjects shall have the right to object to the processing, in which case, LLEIDA.NET shall cease processing the data, except for compelling legitimate reasons or for the exercise or defence of legal claims that require further processing.
- In certain circumstances, data subjects may exercise the right to data portability. If they wish their data to be processed by another entity, LLEIDA.NET shall facilitate the portability of their data to the new controller if applicable.
- In certain circumstances, data subjects may request the right to restrict their processing, in which case they shall only be retained by LLEIDA.NET for the defence of legal claims.
- In certain circumstances, there is the possibility to withdraw consent. If consent has been granted for a specific purpose, the data subject has the right to withdraw consent at any time without affecting the lawfulness of processing based on consent prior to its withdrawal.

### Complaint to the supervisory authority

If a user believes that there is an issue with how LLEIDA.NET is handling their data, they may direct their complaints to LLEIDA.NET or to the data protection supervisory authority that corresponds, with the Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)) being the appropriate authority for Spain.

## 2.9 Security

At LLEIDA.NET, we maintain the highest levels of security to protect the personal data of the data subject against loss, destruction, accidental damage and unauthorised or illegal access, treatment, or disclosure. Upon receipt of data, we use rigorous security procedures and features to prevent any unauthorised access.

Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing, as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, LLEIDA.NET shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk.

The actions described in this section and appropriate measures to guarantee an adequate level of security for the risk detected will include, inter alia as appropriate:

1. The pseudonymisation and encryption of personal data, where necessary.
2. the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services.
3. the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;
4. a process for regularly testing, assessing, and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
5. Periodic assessment of the risk of destruction to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored, or otherwise processed;
6. The processor and any person acting under the authority of LLEIDA.NET who has access to personal data shall not process those data except on instructions from LLEIDA.NET.

## 2.10 Confidentiality

Personal data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage, using appropriate technical or organisational measures ('integrity and confidentiality').

## 2.11 Responsibility

The user will be solely responsible for filling out forms with false, imprecise, incomplete, or out-of-date data.

### **2.12 Cookies**

Lleida.net websites use cookies, which are small data files that are generated on the user's or client's computer and that allow our systems to remember the language and portal chosen, as well as other features or browsing preferences of the user in their first session.

The user has the option of preventing the generation of cookies by selecting the corresponding option in their browser program.

For further information about our Cookies Policy, please visit:

### **2.13 Privacy policy amendment**

LLEIDA.NET reserves the right to modify this Privacy Policy in accordance with its criteria, driven by a legislative, jurisprudential, or doctrinal change of the Spanish Authorities and the corresponding Agency.

You will be informed about such changes by publishing the modified Privacy Policy on the LLEIDA.NET websites themselves.

### **2.14 Applicable law and jurisdiction**

All disputes and claims arising from the interpretation and/or execution of this privacy policy will be governed by Spanish law. They will be subject to the jurisdiction of the Courts and Tribunals of the city of Lleida.

## **3 Activity as Data Processor**

In the course of providing services to clients pursuant to contracted agreements, Lleida.net assumes the role of data processor.

The terms of engagement are delineated in a written agreement, compliant with Article 28 of the GDPR, encompassing the following obligations:

- a) Processing personal data strictly in accordance with documented instructions from the data controller, including any transfers of personal data to third countries or international organisations.
- b) Ensuring that individuals authorised to process personal data are bound by confidentiality

agreements or statutory confidentiality obligations.

- c) Undertaking all necessary measures as stipulated in Article 32.
- d) Adhering to the GDPR conditions for engaging additional data processors.
- e) Supporting the data controller, with due regard to the processing context, through suitable technical and organisational means to facilitate its fulfilment of obligations related to data subject rights under Chapter III.
- f) Assisting the data controller in meeting obligations outlined in Articles 32 to 36, considering the processing nature and available information.
- g) Upon the controller's discretion, either delete or return all personal data upon termination of processing services and dispose of any existing copies unless data retention is mandated by Union or Member State law.
- h) Furnish the controller with all necessary information to demonstrate compliance with obligations and facilitate audits, including inspections, by the controller or an authorised auditor.