

**TELEPHONE ASSISTANCE SERVICE – BOOKINGS – PURCHASE CALL CENTRE**  
**AND**  
**INFORMATION ON THE PROCESSING OF PERSONAL DATA**  
**PROVIDED PURSUANT TO ART. 13 OF EU REGULATION 679/2016 (GDPR)**

**1. Data Controller**

The data controller is Veneranda Fabbrica del Duomo di Milano, with its registered office in via Carlo Maria Martini 1, 20122 Milan, tax code and VAT number 01989950157 (hereinafter, the “Data Controller”).

**2. Scope of personal data communication**

Employees and/or collaborators of the Data Controller in charge of managing personal data may become aware of the personal data of each Interested Party. These subjects, who have been instructed to do so by the Data Controller pursuant to Art. 29 of GDPR, will process personal data exclusively for the purposes provided in this information and in compliance with the provisions of applicable legislation. Furthermore, any third parties who process the personal data on behalf of the Data Controller may become aware of the personal data, such as, by way of example, goods and/or service suppliers, professionals and consultants, and in any case third parties who are adequately selected and equipped with experience, ability and reliability and who guarantee compliance with the provisions in force regarding the processing of personal data. The complete and updated list of data controllers appointed by the Data Controller can be requested by sending an email to the following email address [privacy@duomomilano.it](mailto:privacy@duomomilano.it).

**3. Object and purpose of the processing of personal data**

The processing of personal data of each Data Subject, such as personal data, email address, permanent address, tax code or VAT number, is aimed at allowing the Data Controller to provide telephone assistance and manage bookings to visit the Monumental Complex of Milan Duomo via call centre.

The processing of personal data of the Interested Parties will be based on the principles of correctness, lawfulness, transparency and in compliance with the rules of confidentiality and security.

**4. Data retention**

Personal data will be kept for the time necessary to follow through with the request for assistance made via the call centre and in any case for a maximum duration of 12 months.

**5. Transfer of personal data**

Personal data will not be transferred to countries outside the European Economic Area.

## **6. Provision of personal data**

The provision of personal data by each Interested Party is not mandatory, however failure to provide said data will make it impossible to obtain the telephone assistance service from VFD.

## **7. Legal basis for the processing of personal data**

The legal basis for the processing of personal data lies in consent.

## **8. Security of personal data**

Adequate measures of security are observed pursuant to the Privacy Code and GDPR to prevent, in addition to unauthorised access, also the loss of Personal Data and the illicit or incorrect use of the same.

## **9. Rights of the Interested Party**

Without prejudice to what is indicated in the previous paragraphs, each Data Subject has the right to:

- a) ask the Data Controller for access to the personal data and the correction or cancellation of the same or to limit the processing or to oppose the processing of said data;
- b) withdraw consent at any time, without prejudice to the lawfulness of the processing based on the consent given prior to revocation, in relation to data processing founded on the legal basis of consent;
- c) lodge a complaint with the National Supervisory Authority (Guarantor for the Protection of Personal Data);
- d) receive the personal data in a structured, commonly-used and machine-readable format for portability purposes.

To exercise the listed rights, as well as for any request regarding the processing of personal data and the security measures adopted, the following email address can be contacted [\*\*privacy@duomomilano.it\*\*](mailto:privacy@duomomilano.it).