

Observation: PLANOFFICE – Acoustics & Partitions is the international brand of Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. and therefore this privacy policy is ensured by Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A.

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A., within the updates to the GDPR in force, has a strong commitment in complying with the law at all times and in handling your Personal Data according to this Privacy Policy.

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. has the right to modify this Privacy Policy according to the new legal and/or regulatory requirements for security reasons or aiming at adapting this Policy to the instructions of data protection supervisory authorities.

All the changes to this Privacy Policy will be communicated to the user in our website or through an official communication.

Who is the responsible for handling your data?

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. is the responsible for processing your Personal Data and may be contacted by email: geral@castelhana-ferreira.pt.

Which data do we collect, how do we use them, on what basis and where do we store them?

1. Depending on the different purposes, Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. collects several Personal Data, namely:

- Full name
- Email address

Your Personal Data will be handled for the purposes below:

a. Marketing: to communicate with you by email to:

- promote activities, services, goods and send you news that we consider as relevant for you;
- send you Newsletters about the activities of Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A.;
- inform you about promotions of products or services;
- invite you to participate in Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. activities,

b. Communication: Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. may use your Personal Data to communicate with you, namely to send you news related to services and products, as well as to provide assistance in aspects related to customer service (inclusively to answer and handle requests through the customer service channels, as well as monitoring the quality of the service);

c. Supply of products and services: we may use your Personal Data to write a sales contract for products and services; manage your order's payment; manage any contacts from you related to your order; prevent and investigate possible misuses of your data and to assist you in aspects related to customer support.

d. Recruitment: During the process of selection and recruitment, Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. collects and processes the Personal Data of the applicants. The Personal Data processed are the ones in the application form and Curriculum Vitae, as well as any Personal Data that you, spontaneously, decide to transmit us, including, but not restricted to, name, age, sex, photography, contact information (email address and phone number), information on education and work history.

You may cancel the reception of the Newsletter as well as any of the abovementioned communication at any time using the option we provide in each communication.

Personal Data collected when we receive an order or the request for a service are necessary to write the corresponding contract; therefore it won't

be possible to provide the goods or services if the customer doesn't allow their Personal Data handling.

Who are the recipients of your personal data?

Castelhano e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. may subcontract other companies to carry out some services such as delivery services, accounting and tax consultation. In these cases, these third parties may need to accede to some information and data from data subjects. Castelhano e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A., warrants that in those cases such third parties will have limited access to the information of the data subjects, restraining it to the data necessary to the execution of the works contracted, as agreed between the parties. These third parties undertake not to reveal, by any means, the Personal Data, nor to use them for different purposes.

Moreover, Castelhano e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. may communicate your Personal Data when determined by law, as part of a judicial process or within the scope of the investigation of suspicious activities.

Castelhano e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. won't carry out, in any case, international transfers of your data to a third country or international organization outside the European Union.

Castelhano e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. doesn't intentionally collect personal information of individuals under 18 years old. If we detect that we involuntarily collected personal information from individuals under the age of 18, we will take the necessary measures to delete the information as quickly as possible, unless required by applicable law to keep it.

Data storage

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. saves the Personal Data given by the user in servers kept in a safe environment, protected against unauthorized access, use or diffusion. Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. adopts the technical, electronic, and organizational procedures necessary and adequate to warrant the safety of your Personal Data and to prevent its loss, misuse or unauthorised access.

Please note that we will only use your data for the purposes for which they were collected, under this Privacy Policy.

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. frequently reviews its data collection, storage and handling policies to ensure that it only collects, stores and processes the information that is essential to the provision or improvement of the services.

Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. adopts the adequate procedures to ensure that the information is accurate, complete and updated, but depends on the user to update or correct its personal information when necessary.

What are your rights?

In accordance with applicable law, Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. undertakes to respect the confidentiality of your personal information and to guarantee you the exercise of your right to:

a) be informed: you have the right to obtain clear, transparent and understandable information on how Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. uses your Personal Data. This is the reason why we are making this Privacy Policy available to you;

b) access your personal data: complementary to the right to be informed, you may access your Personal Data that we handle and store;

c) rectify your personal data: you are entitled the right to rectify your Personal Data if they are incorrect, outdated or if you intend to complete them. In order to do so, you may contact us via the abovementioned contacts;

d) delete your Personal Data / be forgotten: you may ask us to delete your data, however please note that this is not an absolute right because there might exist a legal ground or other legitimate interests for us to keep your personal data;

e) oppose, including to direct marketing: you may be removed from our communications at any time. Please contact us;

f) at any time, withdraw your consent to the handling of your data: you may withdraw your consent to the data handling when this was based on your consent. This withdrawal doesn't affect the legality of the treatment based on the consent given before being withdrawn;

g) lodge a claim to the National Commission for Data Protection: if you consider that the Personal Data handling made by Castelhana e Ferreira – Indústria de Tectos Falsos e Divisórias, S.A. violates the applicable data protection law, you may lodge a claim to the National Commission for Data Protection. Please do not hesitate to contact us before lodging a claim to the National Commission for Data Protection;

h) ask for your data portability: you are entitled the right to move, copy or transfer the information in our database to another one;

i) restrain the handling of your data: you have the right to ask to restrain your data handing in these situations: if you contest de accuracy of the data, if their handling is unlawful but you don't want to delete your data, but only limit them, if they are no longer necessary.

In order to request the exercise of any of the abovementioned rights, besides the ways described in the corresponding paragraphs, you may send

us your request to the address mentioned above or by email to the address also mentioned. This address may also be used to ask for information regarding this Privacy Policy.

How long do we store your data?

We only keep your Personal Data for the time necessary for the achievement of the purpose that led to their collection, to respond to your needs or to comply with our legal obligations.

In order to determine the period of time for which we keep your data, we use the criteria mentioned below. In the cases where several criteria are simultaneously applicable, we'll keep your Personal Data for the longest period of time.

- a) When you acquire a product and/or services, we'll keep your Personal Data for the duration of our commercial relationship including possible claims that may arise, as well as for two years after its termination, without prejudice to the legal obligations of the responsible for the treatment;
- b) When you contact us for some clarification, we'll keep your Personal Data for the period of time necessary to solve your question;
- c) When you create a customer account, that is, when you register in our website, we'll keep your data until you ask us to delete them or after a period of inactivity of two years;
- d) When you have consent us to send you direct marketing, we'll keep your data until you cancel your subscription or ask us to eliminate it;
- e) Relating to the data collected during the recruitment process, for 1 year from closing the process, maximum;
- f) For the period of time foreseen in the applicable legislation; or
- g) Until the specific purpose applicable to specific data ceases.

In any of the existing situations, where there is a pending legal or criminal procedure, the data will be conserved until the term of the procedure and up to six months after the final decision.

We may also retain some of your Personal Data in order to fulfill our legal obligations as well as to manage or to exercise our rights, namely through the recourse to legal action.

Once the abovementioned terms expire, de Personal Data will be securely eliminated and/or deleted.

Warranties

The data subject warrants that the communicated Personal Data are right and accurate and commits to inform of any alteration or modification to the data and assumes under his exclusive responsibility the losses or damages that may arise from incorrect, inaccurate or incomplete communication of the data.

The data subject is expressly adverted that, when revealing Personal Data in public means such as Facebook, Twitter and Instagram, this information may be seen and used by third parties.