

INFORMATIVA SULLA PRIVACY (artt. 12-14 Regolamento UE n. 2016/679)

- Trattamento dei dati personali effettuato nell'ambito del servizio di "Contatti Stampa" -

January 2026

Fastweb S.p.A. – with registered office in Piazza Adriano Olivetti, 1 20139 Milan, VAT number 12878470157– as the Data Controller of personal data, informs you that your data will be processed in compliance with the provisions of EU Regulation 2016/679 ("GDPR") in order to manage the requests made voluntarily by you through the contact form on the institutional website of Fastweb + Vodafone.

What data? The data we process are those necessary to contact you provided by you (your name, surname and email must necessarily be provided, while it is optional to provide the telephone number). During any contacts that may occur with Fastweb, some additional data necessary to handling your request may be collected.

You may choose whether or not to provide such additional information.

What purposes? Your data may be processed for the following purposes:

1. to follow up on the requests made in the contact form and provide you with feedback;
2. exercise and/or defend Fastweb's rights in court;
3. comply with legal obligations.

With reference to purpose 1), the provision of data is necessary and failure to provide them does not allow the communication to be examined.

What legal bases? In relation to the purpose 1), the legal basis consists of art. 6, paragraph 1, letter b) of the Regulation, as the processing is necessary for the performance of a contract and/or the execution of pre-contractual measures adopted upon request; with reference to purpose 2), the legal basis is constituted by the legitimate interest art. 6, paragraph 1, letter f) of the Regulation to exercise and/or defend one's rights; With reference to purpose 3), the legal basis consists of art. 6, paragraph 1, letter c) of the Regulation, as the processing is necessary to comply with a legal obligation.

What methods? The data will be processed in compliance with the legislation on privacy and the principles of correctness, lawfulness, transparency and protection of your privacy and your rights.

The personal data provided with this form are processed mainly by electronic means, for the purposes envisaged, exclusively by staff and collaborators or companies expressly designated as data processors.

Apart from these hypotheses, the data will not be disseminated, nor will they be communicated to third parties.

For how long? With reference to purpose 1), the data will be stored for 12 months from your expression of desire to be contacted.

For purposes 2) and 3) the data will be stored for a maximum of 10 years.

What rights? Data subjects have the right to obtain, in the cases provided for, access to their personal data, the rectification or erasure of the same or the limitation of the processing that concerns them or to object to the processing (art. 15 et seq. of the Regulation).

To exercise your rights, you can send a specific request to Fastweb through the contact channels below.

If you do not receive an adequate response, you can submit a complaint to the Privacy Guarantor in the manner indicated on the institutional website of the Guarantor.

Contacts: Fastweb S.p.A. – with registered office in Piazza Adriano Olivetti 1, 20139 Milan.

You can send a communication to the following contact points: Fastweb Privacy Office Piazza Adriano Olivetti 1, 20139 Milan - Email address: roberta.dellavedova@fastweb.it; federico.bonesi@fastweb.it;

In accordance with Article 37 of EU Regulation No. 2016/679, we have also appointed a Data Protection Officer, who can be contacted at dpo@fastweb.it.