# PRIVACY POLICY

## DEAR USER OF THE LOTI BY TENSAI WEBSITE,

LOTI BY TENSAL is committed to protecting the personal data entrusted to it, establishing with it a duty of information and a commitment to transparency with regard to compliance with current legislation on data protection.

Consequently, all information of a personal nature is treated and protected with all due diligence, and always in accordance with the applicable law, namely EU Regulation 2016/679, General Regulation on Data Protection (hereinafter RGPD).

The website "www.loti.pt" aims at the institutional communication of LOTI BY TENSAI .

When using our services and browsing our website, you entrust us with your information;

Thus, and to help you understand what data we collect, what motivates us to collect it and what we do with your data, we reflect our conduct in this Privacy Policy which, from now on, we ask you to read carefully.

This Privacy Policy explains the context of data processing to be carried out by LOTI BY TENSAI, for what purposes we may process your personal data, how we treat them, to whom we can disclose them, where they can be transferred or where they can be accessed and which your rights.

LOTI BY TENSAI / TENSAI INDÚSTRIA S.A., will process your personal data (also referred to in this document as "information") in accordance with the purposes described below.

LOTI BY TENSAI / TENSAI INDÚSTRIA S.A are responsible for the processing of personal data.

### GENERAL REGULATION ON DATA PROTECTION:

The new RGPD sets out the rules concerning the processing, by a person, a company or an organization, of personal data relating to persons in the European Union (EU).

The RGPD protects personal data regardless of the technology used to process such data, the protection is technology-neutral, and applies to both automated and manual processing, provided that the data is organized according to pre-defined criteria (eg by alphabetical order). It is also irrelevant how the data are stored, in a computer system, through video surveillance, or on paper; in all these cases, personal data are subject to the protection requirements set out in the RGPD.

#### RESPONSIBILITY FOR THE TREATMENT

LOTI BY TENSAI / TENSAI INDÚSTRIA S.A., are responsible for the processing of your data and can be contacted via the following email: <a href="mailto:dpo@tensai.pt">dpo@tensai.pt</a>

### PRIVACY POLICY AND TERMS OF USE OF OUR SITE

LOTI BY TENSAl respects the privacy of visitors to the website www.quintadagaiosa.pt and takes every precaution to protect the respective information. This privacy policy consists of providing the information we collect and how we can use it as well as the security standards adopted to protect your identity and personal data.

## WHAT KIND OF INFORMATION WE COLLECT

The interaction with this page does not require any information from the user, except when, for expressly identified purposes, registration is declared necessary and authorized by the user, as defined below. When visiting the website, personal data may be requested, such as: your name, address, telephone number, educational qualifications, among others.

Information automatically processed: We use "cookies" to collect information about your visits to our website and to improve your experience. You can find more information about how we use cookies in the "Use of cookies" section below.

When you visit our website, we collect data known as "click path" (server address, domain name, etc).

These elements are stored anonymously and are only used for general statistical analysis, with the aim of improving our services.

### USE OF VISITORS INFORMATION

All personal information we obtain will be recorded, used and protected in accordance with current EU legislation on data protection and this privacy policy.

Thus, the information collected is intended to send information about our products and services.

### To know:

Interactive participation, participation in competitions, analysis of browsing profiles, new products, creation of informational content or services (notifications, newsletters, digital program platforms and content apps).

Engineering, Systems and Technology: Technical responses and complaints. Control of physical security of facilities: Control of access to facilities, security in buildings by specialized technicians, video surveillance.

Users of digital platforms, communication and distribution channels and/or LOTI BY TENSAI services.

If you no longer wish to receive emails or SMS, please contact us by email or letter to our address or decline/reject sending any information (eg newsletter with the possibility of rejecting submissions).

PROTECTION OF VISITOR INFORMATION AND SECURITY

We work with a focus on the security of your data in order to protect our users from unauthorized access, alteration or destruction of data or unauthorized disclosure of your information that is in our possession. To this end, LOTI BY TENSAL regularly carries out security audits of its IT infrastructure.

Whenever sensitive information is collected or used, the data will be encrypted using the SSL protocol. This technology is used to improve the security of data transmission over the Internet, encrypting and protecting data and sensitive information using the HTTPS protocol. SSL guarantees the holder of personal data that the data will not be fraudulently intercepted and that all information is treated with maximum security.

The information you provide us when visiting our website is protected within the scope of the implementation of various security measures, namely through conditioned access, and safeguarding the confidentiality of information.

We caution, however, that when providing personal information online, there is a risk that third parties may intercept and use this information, so in terms of the security of any information you disclose online, you will do so at your own risk and expense.

## USE OF COOKIES

If you wish, you can disable all cookies, if you prefer not to receive them. You can also have your computer notify you of the use of cookies. In both cases, you have to adjust your browser settings (such as Internet Explorer).

## CORRECTIFICATION, DELETION OR MODIFICATION OR UPDATE OF PERSONAL INFORMATION

If you wish, you can cancel your registration or use at any time and you can choose not to receive any emails and/or SMS messages, and you can also choose to delete all of your personal information from our database. If you wish, you can also unsubscribe, delete or modify your personal information.

## OUR CONTACT

If you have any questions or comments regarding our website and/or our privacy policy, please write to the address on our website.

LOTI BY TENSAI / TENSAI INDÚSTRIA S.A., are responsible for the processing of your data and can be contacted via the following email: dpo@tensai.pt

### Letter

TENSAI INDÚSTRIA S.A.,

LOTI BY TENSAI Rua Nogueira Pinto, No. 201 4450-747, Leça da Palmeira

## THE CONSENT OF THE DATA HOLDER

By using our website, you confirm that you accept the terms of this Privacy Policy, as well as our Terms and Conditions. If you do not agree with the terms of our Privacy Policy and our Terms and Conditions, you are requested not to provide us with personal information and to cease using our website.

## DATA HOLDER'S RIGHT TO ACCESS YOUR PERSONAL INFORMATION

LOTI BY TENSAL informs you that the user has the right to access personal data concerning him, as well as to rectify, erase and portability of the personal data previously provided, in a structured, compatible and legible format.

You also have the right to limit your treatment as well as oppose it.

The company reserves the right to charge a small fee for administrative and IT costs of any order placed.

## DATA HOLDER'S RIGHT TO DISPOSAL OF PERSONAL DATA

If you are a user of our website through the user registration process, your data will be stored in a specific user control database. However, the Data Subject may request its elimination whenever he wishes, through the written request to our official address present on the website.

### PRIVACY POLICY

The online privacy policy only applies to information collected through our website and not to information collected offline.

### REVIEW OF PRIVACY POLICY TERMS

LOTI BY TENSAI / TENSAI INDÚSTRIA S.A., reserves the right to change the terms of this policy, and therefore requests that the user revise this policy in order to be updated.

If there is a need for LOTI BY TENSAI / TENSAI INDÚSTRIA S.A., to use your data for purposes other than those provided for in this Privacy Policy, we will ask for your consent.

## DOUBTS?

If you have any questions about any of the topics covered in this document, please contact us to:

Email

tensai@tensai.pt

Letter

TENSAI INDÚSTRIA S.A.,

LOTI BY TENSAI

Rua Nogueira Pinto, No. 201

4450-747, Leça da Palmeira

