

Privacy Policy

This document applies to all personal information held by the company of DCAFFE Ltd (in this document the company shall be referred to as “DCAFFE”) as the controller of your personal data and goes into detail on how we processes your data, why do we process it, with whom this data may be shared, in what situations we may share this data and all the measures we are taking to ensure that your data is safe and secure. The terms of this policy will apply for all personal information provided to DCAFFE, and will continue to apply for as long as we hold your personal data in terms of the law. This policy shall also apply to any personal information collected on our social media pages and thus if you provide us with personal data on these pages, such information shall also be stored in terms of this policy.

On our website, you may also find links to other websites which are not managed or owned by DCAFFE. DCAFFE is not responsible for any such websites and this privacy policy shall not apply in this regard. The businesses operating these websites, may or may not have their own privacy policy and in this regard, DCAFFE is no way responsible for the way such companies manage the processing of your personal data.

DCAFFE seeks to provide the best possible protection to your data given to us through our website.

Details about the data controller

The data controller as defined under the Regulation (EU) 2016/679 which is generally referred to as the General Data Protection Regulation (hereinafter referred to as “GDPR”), is DCAFFE Ltd, a company registered under the laws of Malta, having company registration number C 88762 and having registered address at DCAFFE Buildings, Carob Street, Santa Venera, SVR 1700, Malta

Any personal data collected in terms of this policy by DCAFFE may be shared between all the member companies of our group in terms of the law.

What is GDPR?

GDPR is a new EU regulation, which seeks to strengthen the protection given to personal data. In the highly digitized world we live in today, information has become essential. We strive to ensure that any personal data that we have in our possession, is properly processed in terms of the law and shall strive to ensure proper protection for your personal data.

What is Personal Information?

Personal data is personal information about an individual, like you. We collect such information about our customers for relationship management, statistical reasons and for marketing purposes and also on our employees or potential employees when they apply for a position with us. We may also collect some personal information from other individuals who are not our customers, for marketing purposes, subject to their consent.

How Information is collected from you

To enable us to sell our products we would require to collect personal data from you. This may be done in the following situations:

- Buying our products – When you buy our products from any of our shops, we may collect your personal data, with your consent, to be able to send you notifications and to contact you regarding the use of our products.
- Submitting to our mailing list or for marketing– You may subscribe to our mailing list or to our marketing, at any time through this website or when visiting any of our outlets, so that we can send you updates and offers from our outlets.
- Applying for a position with DCAFFE- You may send us a CV in relation to applying for a position with us and therefore, you will be providing us with your personal data.
- Social Media or submitting a query- We may also collect some personal information from social media or when you submit a query for any general or specific matter.
- When you come to any of our outlets- Visual images may also be collected when you visit our shops due to CCTV for security purposes.

Legal Basis of Data Processing

We shall always process your data legally in terms of the current laws and regulations and in terms of the GDPR.

When purchasing products from our shops, both online and from our outlets, we would process your information to contact you in relation to the use of our products on the legal basis that:

- You have provided consent so that a customer account is created in your name, to facilitate our customer relationship with you.
- In certain cases, we may keep on processing certain categories of personal data, should we have a legitimate reason for such, to protect our interests in terms of the law.

In relation to marketing, we process your information due to the fact that:

- You have consented to receiving such information. We shall never send direct marketing material to you, unless you have provided us with your consent.

As an applicant to work at DCAFFE, we process your information due to the fact that:

- You have consented to the Processing of the personal data. As soon as DCAFFE determines that we no longer require your data in terms of the law or to protect our legitimate interest, your data shall be deleted, unless you consent to your data being kept for a further period.

Social Media or submitting a query:

- You have contacted us and thus we would need to process your personal data to be able to assist you.
- We may retain and keep processing certain categories of personal data in certain cases to protect our legitimate interest

When you come to any of our outlets, we will process CCTV recordings of you:

- i. This is due to the fact that we would require to process such personal data for security reasons to protect our legitimate interest.

What information we collect

i. Information we collect when buying our products and creating your account with us:

- Name
- Surname
- Address
- Delivery address
- SEX
- Date of birth
- Email
- Mobile number
- Landline number

ii. Information we collect when submitting to our mailing list or for marketing:

- Name
- Surname
- Address
- Delivery address
- SEX
- Date of birth
- Email
- Mobile number
- Landline number

Such information shall be collected only for direct marketing purposes as explained below. Should you wish to subscribe to our mailing list, please visit www.nespresso.com.mt.

iii. Information we collect when applying for a position with DCAFFE would include:

- Name and Surname
- Your CV and any information contained therein
- Residential address
- Date of Birth
- ID Card no
- Home and mobile telephone number

Additional information may be collected if you are accepted with DCAFFE and this shall be regulated under the DCAFFE internal data protection policy.

iv. Information we collect when you contact us via social media or submitting a query:

- Name and Surname
- Contact Details

v. Information we collect when you come to any of our outlets:

- Video Images

Special Categories of Data

The law makes a distinction between personal data and special categories of data. The latter includes personal data of a more sensitive nature, which usually cannot be processed, unless there is a special reason which allows such processing. Such information includes personal data relating to an individual's;

- Racial or ethnic origin;
- Political opinions;
- Religious or philosophical beliefs;
- Trade union membership;
- Genetic data;
- Biometric data for the purpose of uniquely identifying a natural person;
- Data concerning health;
- Data concerning a natural person's sex life or sexual orientation

We will never store or process any data which is deemed to consist of special categories of data without obtaining your prior written consent or unless authorised or required by law.

How will your personal information be Processed?

Your data is processed through our systems usually for DCAFFE to be able to provide you with our products. If you have applied for a position with DCAFFE, your personal information will be analysed to assess your suitability for the position you have applied to. If you purchased products from us, we will process your personal data to be able to process such transactions and as an essential function of our customer relationship management, to be able to contact you on the use of our products, subject to your consent. If you have subscribed to our mailing list or other marketing services, your personal information shall be used so that we can send you promotions and offers as they arise in any of our outlets. If you contact us in any of our social media pages, we will not use any of your personal data, other than for statistical purposes, after we have answered any of your queries.

In some cases, your data may also be processed by a third party, in terms of the current data protection laws, who would be assisting DCAFFE in selling our products or in our marketing function. The law further obliges us to share your data with the competent authorities in certain situations as detailed under the relevant laws and regulations.

Your Rights

Your personal data appertains to you and thus you have the right to decide what happens to your data. Below we have listed the rights that the law gives you in relation to any of the personal data provided to us.

- 1) You have the right to access your data. You have the right to ask for a copy of your personal data.
- 2) You have the right of recitfication of incorrect data. If any data we have is incorrect, you have a right to ask for correction of such data.
- 3) You have the right to be forgotten and that your data is eareded after the passage of time. You may request DCAFFE so that any data that we have on you is deleted. As stated above, due to legal requirements, your data will be held by DCAFFE for the periods stated in the data retention section and then deleted.
- 4) You have the right to restriction of proession. This can be done in the following cases:
 - i. Where you are contesting the accuracy of the data, while such a claim is being checked;
 - ii. If we proecess your data unlawfully
 - iii. If we no longer need your data but are keeping the data because we need it for a legal claim;

Kindly note however the if you exercise this right, it may hinder the ability of DCAFFE to provide you with our products.

- 5) You have the right to data protability. Your data may be requested in a machine-readable format and you may also request that your data is transfered directly to another person.
- 6) You may object to the processing of your data. You may at any time inform us that you are objecting to the use of your data for direct marketing and after which we shall stop using your data for such purposes.
- 7) If you have provided consent for the processing of your data you have the right to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn.

In making your request in relation to the above, please not that:

- We will analyse your request and provide you with a reply within one month, except in extreme situations as allowed under law. In such a case we will provide information as to why your request was not acceded to within the one-month period.
- We have the right to refuse your request, if your request is not justified. In this case we shall inform you as to the reasons of why your request was refused.
- We have the right to charge a fee or refuse your request in extreme situations where your requests are manifestly repetitive or excessive.
- When you are making a request, we may request documentation to identify the person making the request.

You have the right to lodge a complaint to the data protection authority of your habitual residence if you believe that we have not complied with the requirements of the law. You may also file an action against us in a court of competent jurisdiction if you feel your rights have been infringed.

Legal Protection

In terms of the local laws and regulations and the GDPR, we strive to provide the best possible protection for your personal data.

This is to ensure that:

- Your data is processed according to law;
- Your data is not processed in violation of your rights;
- Your data is obtained and stored for a specific lawful purpose;
- You are properly informed about your rights and about your data;
- The data processed is required and not excessive;
- Your information is accurate and updated;
- Your information is stored safely and securely;
- Our IT systems are properly protected from attack in order to safeguard your data;
- Your data is kept accordingly to our established time frames and not for a longer period than required;
- Your data is not transferred to jurisdictions which do not adhere to equivalent standards without the appropriate safeguards as stated under law.

Marketing & Customer Relations

When engaging customers, customers may consent to the creating of a customer account, which is used to monitor our relationship with our customers and for statistical reasons. Customers who have such an account, may be periodically contacted from our representatives in relation to the use of our products. Customers are free to unsubscribe at any time from this service.

In addition, from time to time we may send marketing material to individuals subscribed to our mailing list. We will not send any such material unless you have consented to receiving this information and you can unsubscribe at any time, after which, we will delete any relevant personal data in our systems related to the sending of marketing material to you. To unsubscribe, please send us an e-mail on info@nespresso.com.mt.

Providing your information to Third Parties

To be able to provide you with our products we utilise the services of third parties to assist us. In some cases, your data is transferred to such third parties, or such third parties have access to your data. These third parties can be classified in the following categories:

IT Security	Service providers who help DCAFFE in ensuring that your data remains secure
IT Backups	Service providers who assist DCAFFE in relation to backups for business continuity purposes so that your data is not lost
Administration	Service providers who provide software and assistance to assist us with general administration
Marketing	Service providers who assist us in relation to marketing and website

Such information shall only be shared or accessed by such third parties, if:

- We have obtained your consent before;
- Such transfer of data is necessary for our operations.
- Such a transfer of personal data is required under law or other a lawful request by a competent judicial authority.

In this regard, we shall always provide information on such transfers, unless prohibited by law.

Surveillance at our Outlets

Our outlets contain cameras as part of our group policy. Such cameras are used either for security purposes or for statistical purposes. Our cameras do not record sound.

Transfers to third countries

We shall strive to send your data only to other EU countries or other countries which ensure proper protection for your data. When transferring your data to countries which are not deemed as such, proper measures in terms of the law shall be applied to ensure the protection of your personal data. In cases where such measures cannot be achieved, personal data shall only be sent to these countries if necessary, to perform our services and subject to your prior consent.

Retention

We shall retain any personal information provided to us in terms of the law and shall delete any personal data when such a retention period lapses. In this regard, DCAFFE stores your information as follows:

- i. Any personal information on customers of DCAFFE shall be kept for at least five years after our customer relationship is terminated with you. You may also at any time object to us contact you regarding the use of our goods and products and in such an event, we shall cease to contact you.
- ii. Any information in relation to our marketing services, we shall retain such personal data until you unsubscribe from such marketing services.
- iii. You can also at any time object to the sending of any marketing material or simply unsubscribe from our mailing list. In such a case, we shall not send you any more marketing information and DCAFFE shall also delete any personal information provided for marketing purposes.

- iv. Any personal information on prospective employees may be kept by DCAFFE for 4 months to protect our legitimate interest in the event of legal action. We shall then delete any personal data in relation to your application unless you have provided consent. In such an event, when you have provided such consent, your personal data shall be deleted after one year.
- v. Any personal data collected due to any query through our website or through any other medium such as social media, shall be deleted as soon as it is determined that we do not need such personal data any more, and generally after the relevant query has been resolved.
- vi. CCTV footage and security data shall be kept for 6 months.

Should in any event, we are required to keep your Personal Data for any longer period as allowed by law, your Personal Data shall be kept secure and shall be deleted when we are allowed by law to delete such Personal Data.

Security of Data

DCAFFE utilises proper security systems to ensure that your data is kept in a secure and safe manner and has also invested considerable resources in this regard. Such measures may include encryption, firewalls, special software and engaging of specialized individuals to provide your data with a proper level of security.

We cannot however provide a 100% guarantee in relation to the security of your personal data.

Cookie Policy

Cookies are text files which are placed on your computer, tablet or mobile phone when using our website, to collect standard internet log information and visitor information on our website. For a more detailed description of how our cookies work, please visit our cookie policy.

Hyperlinks

Kindly note that our website contains hyperlinks to other websites. Please note that DCAFFE is not responsible for the content of these other websites or their respective adherence to data protection laws and rules. DCAFFE does not provide any quality controls to such websites and shall accept no responsibility for their performance, security, accuracy, content or privacy in relation to your personal data.

Changes to our Policy

Due to the fact that technology and the relevant legislation regarding data protection and data privacy changes at a rapid pace, DCAFFE may at any time make changes or amendments to this privacy policy. In such a case we will amend or replace the relevant sections of this policy.

Data Requests

If you wish to make any inquiry regarding your personal data, wish to have any of your data corrected or request access to your personal data, you may contact us on the below details. Please note that we may charge a fee or refuse requests which are manifestly repetitive or excessive.

Any request must be in writing and must also include your name, address and a description of the information or correction required. We may also ask for other identification documentation. Such information is essential so that we can identify you properly.

Email: info@nespresso.com.mt

Telephone number: 00356 80074448

Address of DCAFFE: Notabile Road Mriehel Malta BKR3000

This Policy has been updated on the 19th NOV 2018