



根据欧盟法规2016/679（以下简称 "GDPR"）第13条和第14条处理个人数据的隐私声明
(Version 11/2023)

数据管控方：

Ariston S.p.a.（以下简称 "公司"），注册地址为意大利意大利法布里亚诺阿里斯蒂德·梅里奥尼大道45,60044号，法定代表人，

以及

____阿里斯顿热能产品（中国）有限公司____，注册地址为____无锡市新加坡工业园行创一路9号____，可通过____info.connectivity@ariston.com____与其法定代表人联系。

他们以独立数据控制者的身份向您提供以下有关处理您个人数据的信息。

____阿里斯顿热能产品（中国）有限公司____，因为它是在欧盟以外的国家设立的，将根据国家现行法规的规定处理您的个人数据。

数据保护官("DPO")

本公司已委任一名数据保护官，可通过以下电子邮件地址与之联系：DPO.AristonGroup@ariston.com

个人资料的类别

本公司将严格按照下列Ariston NET（以下简称 "Apps"）和/或Web Apps（以下简称 "WebApps"）的使用范围来处理您的个人信息。

- 您设备的IP地址或ID。
- 您的【安卓 ID】信息。
- MAC 地址。
- 设备的制造商和型号。
- 操作系统。
- 请求资源的URI（统一资源标识符）地址、请求的时间、向服务器提交请求的方法、响应时获得的文件大小、表示服务器给出的响应状态的数字代码（成功、错误等）以及其他与您设备的操作系统和计算机环境有关的参数。
- 您与Apps/WebApps进行交互的信息，包括激活设备的命令。

App所需授权

安装App后，您将被要求授权访问该位置（基于GPS和网络）。

此时，一些授权也会被发出，允许应用程序与移动设备上运行的操作系统相关的操作。

这些授权的细节可能会根据系统和应用程序的更新而改变，并且在下载后可随时在移动应用程序商店的应用程序信息专用部分和设备本身的设置区域中查看。

根据所提供的服务，两个数据管控方将进一步处理向您提供的个人数据。以下是将被处理的数据类别的部分示例。

- 名字，姓氏。
- 电子邮件地址、国家、电话号码。
- 网关序列号以及与您相关的产品的其他信息。
- 与设备操作有关和/或从设备操作中获得的数据。
- 居住建筑的特征（房屋大小、房间数量、供暖类型）和家庭单位。
- 在您使用社交登录功能时，由社交平台传输的您选择的数据。

特别是，两个数据管控方处理的一些您的个人数据将通过Apps和/或Web Apps提供。

- 通过Apps/Web Apps管理的设备的型号和品牌，以及系统的管理方式。
- 与设备的传感器测量的信息（例如温度）相关的数据。
- 能耗数据。
- 与设备执行的功能的状态和参数设置有关的数据。
- 用于在事件发生后发送通知的电子邮件地址或电话号码。

- 安装应用程序的设备的地理位置（如果启用了该功能），该功能受谷歌隐私政策（<https://www.google.com/policies/privacy/>）的约束。
- 由互联网连接设备在初始配置中传达的设备位置。

两个数据管控方在执行与用户签订的合同时，还将收集与所安装设备有关的信息（，举例来说，包括高端技术细节、加热设置和功能等）。

数据处理的目的是法律依据

本公司将根据GDPR规定的必要性、公平、合法和透明原则处理您的个人数据，以便在Apps/WebApps上创建账户。

特别是在安装App时所需的特定授权，具体处理目的如下。

- 位置
为了提供服务必须访问此数据。
- 储存空间
为了在移动设备上安装App必须访问此数据。
- 在后台获取【安卓 ID】信息。
为了提供服务必须访问此数据。
- 设备的MAC地址、IMEI和其他设备信息。
为了确保提供适当水平的服务必须访问此数据。
- 其他
仅针对APP内的相关技术功能。

以下所列的目的是在执行您作为当事人的合同中找到法律依据。

以下所列的目的是由两个数据管控方要求的。

- 1) 提供远程控制和/或远程诊断服务。
- 2) 提供远程控制和/或远程诊断服务，以及应用程序/网页版应用程序中的数据主体直接请求激活的任何服务；

3) 点中列出的目的在您作为当事人的合同执行中有相关法律依据。

相反，2) 点中所述的处理活动是根据数据控制者的合法利益进行的：特别是改善服务和在司法和/或司法外程序中保护其权利的利益。

4) 直接营销：发送与本公司服务/产品/活动有关的促销和商业通信（通过电子邮件或短信等自动联系方法以及接线员电话和传统邮件等传统联系方法），和/或进行市场调查、客户满意度活动和统计分析。

为上述4) 点所列的目的处理您的个人数据，只有在您明确表示同意的情况下才会进行。

数据保存

本公司就创建账户的目的而言，将处理您的个人数据，直到您提出退订请求为止。

关于与提供远程控制和/或远程诊断服务有关的处理活动，两个数据管控方将处理您的个人数据（与设备操作有关的数据和基于设备操作的个人数据），直到合同结束及此后两年。

与直接营销和特征分析活动有关的数据处理将一直进行到您撤回许可为止。

与直接营销活动有关的数据将保留24个月；而与特征分析活动有关的数据将保留14个月。

这些保留期将从收集个人数据时开始计算。

如果数据控制者在司法和/或法外程序中行使或维护自己的权利，您的数据将在整个争议期间被处理，直到上诉条款被用尽。

一旦上述保留条款到期，数据将根据删除和备份的技术程序以及数据控制者的责任需求被销毁、删除或匿名化。

特别是，在您可能撤回同意后，数据控制者将继续处理您的数据，以便能够有证据证明您不再希望收到营销信息和宣传材料。

资料的提供

为了在平台上创建一个账户，提供您的个人资料是可选的，但是在在线注册表格中，您会发现标有星号的字段：如果没有这些信息，本公司将无法创建该账户，因此，也无法允许您访问远程控制和/或远程诊断服务。

对于没有标有星号的字段，您拒绝提供数据不会影响账户的创建和对服务的访问。

关于直接营销和特征分析活动，提供您的数据完全是自愿的：数据控制者只有在您明确同意下才会处理您的个人数据。

您可以在任何时候撤销所给予的许可：这种撤销不应影响撤销前的同意的合法性。

数据通信

您的个人数据可能会被传送给作为独立数据管控方的外部各方，例如：官方和监督机构，以及一般情况下，有权要求和/或获取此类数据的公共或私人机构（例如银行、保险公司）。

此外，根据您的明确授权，您的个人数据可能会被提供给第三方，这些第三方也可以通过自己的工具提供上述服务，这也可能与订阅其他服务有关。

如果您启动远程控制和远程诊断服务的设备不是由您直接购买的，而是已经由业主安装在家中，那么您的个人数据可能会通过特殊的数字接口（API）传达给该业主。

该业主被认为是一个独立的数据管控方，因此将向您提供他自己的关于处理您的个人数据的隐私声明，他将出于自己的目的进行处理。

您的数据也可能由被指定为数据处理者（根据GDPR第28条）的外部各方处理，他们代表数据控制者进行特定的处理活动，例如。

- 技术援助中心。
- 数据库提供者。
- 呼叫中心服务提供者。
- 在国家层面运营的咨询公司。
- 为公司的移动和桌面应用程序提供管理和/或维护服务的公司。
- 为信息系统和电信网络（包括电子邮件）的管理提供服务的各方。
- 营销和市场研究公司。
- 公共关系公司。

您的个人数据将不会被传播。

将个人数据转移到欧盟以外的国家

根据GDPR第45条的规定，欧盟委员会认为数据保护水平充分的非欧盟国家的数据处理者可能会代表公司处理您的数据。

GDPR第46(2)(c)条规定的标准合同条款签署后，也会进行您的个人数据转移。

您可以通过电子邮件地址 info.connectivity@ariston.com 联系数据控制者，要求获得一份保证书的副本。

授权处理个人数据的人员

本公司的员工和/或合作者和/或后者为实现上述目的而指定的数据处理者可能会处理该等数据，他们已被明确授权处理该等数据，并已收到适当的操作指示。

处理方法

数字处理活动除了收集数据外，还可能包括数据登记、存储、修改、通信、注销、流通等，将通过纸质文件、数字、信息和远程通讯工具进行，并使用合适的工具，以保证数据的安全性和机密性。

在上述特定目的范围内，数据处理是通过人工、数字和远程工具进行的。

数据管控方采用组织和技术程序来保证个人数据的安全性和保密性。

数据主体的权利

您可以通过普通邮件联系隐私办公室，地址为意大利法布里亚诺阿里斯蒂德·梅里奥尼大道45,60044号，或通过电子邮件 info.connectivity@ariston.com，您可以要求本公司作为数据管控方访问您的数据，对其进行修改，取消，在GDPR第18条规定的情况下限制处理。以及出于本公司合法利益的假设，反对处理。

此外，如果处理是基于同意或合同，并且是通过自动化手段进行的，则数据主体有权以结构化的、常用的和机器可读的格式接收数据，并在技术上可行的情况下，将数据无障碍地传输给另一个数据管控方。

数据主体有权在任何时候撤回为营销和/或分析目的而给予的同意。这并不影响喜欢只通过传统方法联系的数据主体反对仅通过自动方式接收通讯的营销目的处理的可能性。

数据主体有权向其惯常居住或工作的成员国或指称违规行为发生的国家的主管监管机构提出投诉。

数据主体也可透过Apps/WebApps内的“用户资料”部分修改所给予的许可。

请注意，用户可以通过App（应用程序）或WebApp（网页版应用程序）的”用户设置“页面自主注销其账号：

-如果用户有任何关联的产品，则用户账户的注销将在30天后完成；

-如果用户没有关联产品，则在1天后完成注销

有关服务细节的更多信息，请参考条款和条件。

**PRIVACY NOTICE ON PERSONAL DATA PROCESSING PURSUANT TO ARTICLES 13 AND 14 OF
THE EU REGULATION 2016/679 ("GDPR")**

(Version 11/2023)

Data Controllers

Ariston S.p.a. (hereinafter the "**Company**"), with registered offices in Viale Aristide Merloni, 45, 60044 Fabriano (AN), Italy, in the person of its legal representative,

AND

Ariston Thermo (China) co., Ltd., with registered offices in No.9 Xing Chuang Yi Road, Wuxi Singapore Industrial Park ,Wuxi, Jiangsu, which can be contacted at info.connectivity@ariston.com in the person of its legal representative,

They provide you with the following information regarding the processing of your personal data in their capacity as independent Data Controllers.

Ariston Thermo (China) co., Ltd., as it is established in a country located outside the European Union, will process your personal data in accordance with the provisions of the regulations in force at national level.

Data Protection Officer ("DPO")

The Company has appointed a Data Protection Officer, who can be contacted at the following e-mail address: DPO.AristonGroup@ariston.com

Categories of personal data

The Company will process your personal data strictly related to the use of the Ariston NET App, (hereinafter "Apps") and/or the web Apps (hereinafter "WebApps") listed below:

- the IP address or ID of your device;
- the user's ANDROID ID information in the background state;
- the MAC address;
- Manufacturer and model of the Device;
- Operating system;
- the URI (Uniform Resource Identifier) addresses of the resources requested, the time of the request, the method used to submit the request to the server, the size of the file obtained in response, the numerical code indicating the status of the response given by the server (successful, error, etc.) and other parameters relating to the operating system and the computer environment of your device;
- information on the interactions carried out by you with the App/webApp, including commands for the activation of the appliance.

App Required Authorizations

Upon installation of the App, you will be asked for authorization to access to the location (based on GPS and network).

In this moment, some authorizations are also issued to allow the operation of the app in relation to the operating system running on the mobile device.

The details of these authorizations may change depending on system and app updates and are always available, upon download in the section dedicated to the app information in the mobile app store and in the settings area of the device itself.

Further personal data referred to you will be processed, depending on the service provided, by both Data Controllers. Below is an exemplifying and non-exhaustive list of the categories of data that will be processed:

- name, surname;
- e-mail address, country, telephone number;
- gateway serial number and other information related to the product associated with you;
- data relating to and/or derived from the operation of the equipment;
- characteristics of the inhabited building (size of the house, number of rooms type of heating) and the family unit;
- data of your choice transmitted by social platforms in case you make use of the social log-in function.

In particular, some of your personal data processed by both Data Controllers will be provided through Apps and/or web Apps:

- the model and brand of the appliance managed through the App/web App, as well as how the system is managed;
- data relative to the physical quantities (for example, temperature) measured by the sensors of the appliance;
- consumption data;
- data related to the status and parameter settings of the functions performed by the appliance;
- e-mail addresses or telephone numbers used to send notifications following events;
- geolocation of the device on which the application is installed in case such function is enabled which is further subject to Google Privacy Policy at <https://www.google.com/policies/privacy/>;
- location of the appliance communicated by the Internet connection device in the initial configuration.

Both Data Controllers, in execution of the contract stipulated with the user, will also collect information relating to the installed appliance (including, by way of example, advanced technical details, heating settings and functioning, etc).

Purposes and legal basis of the Data Processing

The Company will process your personal data according to the principles of necessity, fairness, lawfulness and transparency dictated by GDPR, in order to create an account on the App/WebApp.

In relation, in particular, to the specific authorisations required when installing the App, the following processing purposes are specified:

- Position
Access to this data is necessary in order to provide the service;
- Storage space
This access is necessary for the sole purpose of installing the App on the mobile device;
- Obtain the user's [ANDROID ID] information in the background state
Access to this data is necessary in order to provide the service;
- The MAC address, IMEI and other information of devices.
Access to this data is necessary in order to ensure an adequate level of service;
- Other
Access to the described functionalities is only necessary for the proper technical functioning of the App.

These purposes find their legal basis in the execution of the contract to which you are a party.

The purposes listed below are, instead, pursued by both Data Controllers:

- 1) Provision of remote control and/or remote diagnosis services and any service whose activation is requested directly by the data subject within the App/WebApp;
- 2) If necessary, in order to ascertain, exercise or defend the rights of the Data Controller in judicial and/or extra-judicial proceedings.

The purposes listed in point 1) find their legal basis in the execution of the contract to which you are a party.

Instead, the processing activities described in point 2) are conducted in accordance with a legitimate interest of the Data Controller: in particular, the interest to improve its service and to protect its rights in judicial and/or extrajudicial proceedings.

- 3) Direct marketing: sending of promotional and commercial communications relating to the Company's services/products/events (with automated contact methods such as e-mail or sms and with traditional contact methods such as telephone calls with operator and traditional mail), and/or carrying out market surveys, customer satisfaction activities and statistical analysis;

The processing of your personal data for the abovementioned purposes, listed in point 3) will be carried out only upon your specific and unambiguous consent, expressed for each purpose.

Data retention

The Company, in relation to the purposes of creation of an account, will process your personal data until your unsubscription request.

With regard to the processing activities related to the provision of remote control and/or remote diagnosis services, both the Data Controllers will process your personal data (related to equipment operation and personal data derivable on the basis of the equipment operation) until the end of the contract and, thereafter, for two years.

The data processing related to the purposes of direct marketing and profiling activities will be carried out until your withdrawal of consent.

The data related to the direct marketing activities will be retained for 24 months; the data related to the profiling activities, instead, will be retained for 14 months.

These retention periods shall begin to run from the time the personal data are collected.

If the Data Controllers exercise or defend their rights in judicial and/or extra-judicial proceedings, your data will be processed for the entire duration of the dispute, until the terms of the appeal have been exhausted.

Once the abovementioned retention terms have expired, the Data will be destroyed, deleted, or made anonymous, compatibly with the technical procedures for deletion and backup and for the accountability needs of the Data Controllers.

In particular, following your possible withdrawal of consent, the Data Controllers will continue to process your Data in order to be able to have evidence that you will no longer want to receive marketing information and promotional material.

Provision of Data

In order to create an account on the Platform, the provision of your personal data is optional, however within the online registration form you will find fields marked with an asterisk: without this information it will not be possible for the Company to create such account and, therefore, to allow you to access the remote control and/or remote diagnosis services.

In relation to the fields not marked with an asterisk, your refusal to provide the data will in no way affect the creation of the account and the access to the service requested.

Regarding direct marketing and profiling activities, the provision of your data is entirely optional: the Data Controllers will process your personal data only upon your express and unambiguous consent.

You may withdraw the consent given at any time: such withdrawal shall not affect the lawfulness of the processing based on consent before such withdrawal.

Data communication

Your Personal Data may be communicated to external parties operating as independent data controllers, for example: authorities and supervisory bodies and, in general, public or private parties entitled to request and/or access to such Data (e.g. banks, insurance companies).

In addition, your Personal Data may be communicated, subject to your express authorisation, which may also be contextual to the subscription to a further service, to third parties who may provide the aforementioned service also through their own instruments.

These third parties would be considered as independent data controller of your personal data.

If the appliance for which you are activating the remote control and remote diagnosis service has not been directly purchased by you, but is already present in the house because it has been installed by the owner, your personal data may be communicated to this very owner also by means of special digital interfaces (API).

This owner is considered to be an independent data controller and will therefore provide you with his own privacy notice regarding the processing of your personal data, which he will carry out for his own purposes.

Your Data may also be processed by external parties designated as Data Processors (pursuant to art. 28 of the GDPR), who carry out specific processing activities on behalf of the Data Controller, such as, by way of example:

- Technical assistance centres
- Database providers;
- Call-centre services providers;
- Consultancy firms operating at national level;
- Companies that provide management and/or maintenance services for the Company's mobile and desktop applications;
- Parties that provide services for the management of the information system and telecommunications networks, including e-mail;
- Marketing and market research companies;
- Public relation companies.

Your personal data will not be disseminated.

Transfer of personal data to countries outside the European Union

Your Data might be processed, on behalf of the Company, by Data Processors that are based also in non-EU countries, whose level of data protection has been considered adequate by the European Commission pursuant to art. 45 of the GDPR.

The transfer of your personal data may also be carried out following the signing of Standard Contractual Clauses as provided for by art. 46(2)(c) of the GDPR.

A copy of the guarantees may be requested by contacting the Data Controller at the e-mail address info.connectivity@ariston.com

Personnel authorized to process personal data

The data may be processed by employees and/or collaborators of the Company and/or the Data Processors appointed by the latter to pursue the above mentioned purposes, who have been expressly authorised to the processing and have received adequate operating instructions.

Processing Methods

The Processing activities may include, besides data collection, also data registration, storage, amendment, communication, cancellation, circulation, etc. and will be carried out both through hardcopies and through digital, informatic and telematic tools, and with suitable tools in order to guarantee the security and confidentiality of the data.

Within the limits of the abovementioned specific purposes, data processing is carried out through manual, digital and telematic tools.

The Data Controllers adopt organization and technical procedures to guarantee personal data security and confidentiality.

Rights of the data subjects

Contacting the Privacy Office by ordinary mail sent to the address Viale Aristide Merloni, 45, 60044 Fabriano (AN), Italy or by e-mail at info.connectivity@ariston.com you can ask the Company, as Data Controller, for access to your data, their rectification, their cancellation, the limitation of the processing in the cases provided for by art. 18 GDPR, as well as the opposition to the processing, for reasons related to their particular situation, in the hypothesis of legitimate interest of the Company.

Furthermore, the data subjects, in the event that the processing is based on consent or contract and is carried out by automated means, have the right to receive the data in a structured, commonly used and machine-readable format and, if technically feasible, to transmit them to another data controller without hindrance.

Data subjects have the right to withdraw at any time the consent given for marketing and/or profiling purposes. This is without prejudice to the possibility for the data subject who prefers to be contacted exclusively through traditional methods, to oppose the processing for marketing purposes only in relation to the receipt of communications through automated means.

Data subjects shall have the right to lodge a complaint with the competent supervisory authority in the Member State where they habitually reside or work or in the State where the alleged breach has occurred.

Data subjects may also modify the consent given through the "*user profile*" section available within the App/WebApp.

Please note that the user can delete his/her user account autonomously via the App or WebApp, in the 'user profile' section:

- If the user has any associated products the deletion of the user account will be completed after 30 days;
- If the user has no associated products, the deletion will be completed after 1 day;

For further information regarding the details of the service, please refer to the Terms&Conditions.

隐私声明的补充说明（适用于中国大陆）
Supplementary Statement to the Privacy Notice (applicable to Mainland China)

我们相信Ariston S.p.a.和阿里斯顿热能产品（中国）有限公司（以下合称为“阿里斯顿”）能够为您提供优秀的产品和良好的隐私保护。这意味着我们将努力只收集我们需要的个人数据。阿里斯顿收集的个人信息取决于您与阿里斯顿的互动方式。阿里斯顿仅在有合法的法律依据的情况下才使用您的个人数据。根据具体情况，阿里斯顿可能基于如下依据来处理您的个人数据：您的同意，相关数据处理为履行与您订立的合同、保护您或其他人的切身利益所必需，或为履行法律义务所必需。阿里斯顿不会不提供人工审核机会，而仅使用算法或画像作出对您产生重大影响的决策。

We trust Ariston S.p.a. and Ariston Thermo (China) Co., Ltd. (hereinafter referred to as "Ariston") to provide you with excellent products and good privacy protection. This means that we will endeavor to collect only the personal data we need. The personal data Ariston collects depends on how you interact with Ariston. Ariston will only use your personal data where there is a legitimate legal basis for doing so. Depending on the circumstances, Ariston may process your personal data on the basis of your consent, if the data processing is necessary for the performance of a contract with you, for the protection of your vital interests or those of other people, or if it is necessary to comply with a legal obligation. Ariston will not only use algorithms or profiles to make decisions that have a significant impact on you, without providing the opportunity for human review.

阿里斯顿隐私声明的补充说明

敏感个人数据的处理：阿里斯顿基于Ariston NET App 提供的服务，不需要收集您的敏感个人数据。

委托处理个人信息

我司可能委托我司的关联方（指我司的母公司、以及我司母公司直接或间接控股或拥有经营权的公司，下同）和合作伙伴等第三方（以下合称“合作伙伴”）处理您的个人信息，以便与合作伙伴共同为您提供远程服务。但我司仅会出于合法、正当、必要、特定、明确的目的共享您的个人信息，并且只会共享提供服务所必要的个人信息。合作伙伴只能接触到其履行职责所需信息，且我司将通过协议要求其不得将此信息用于其他任何超出委托范围的目的，且其应当采取必要措施保护您的个人信息。如果合作伙伴将您的个人信息用于我司未委托的用途，其将单独征得您的同意。

您可通过阿里斯顿热能产品（中国）有限公司官网进一步查看与我司共享该场景下的个人信息的合作伙伴详情：

热水器经销网点	http://www.ariston.com.cn/Contact/Heater
采暖系统经销网点	http://www.ariston.com.cn/Contact/Heating
服务网点	http://www.ariston.com.cn/Service/service_net

跨境传输个人数据：您的个人数据可能会被传输到其他国家或地区的实体或被其访问，这些实体包括阿里斯顿的关联公司。但相关个人数据仅用于本说明或阿里斯顿《隐私声明》的其他部分所述的必要处理活动。为了提供产品和服务，阿里斯顿可能在中国大陆以外的其他国家/地区处理与中国大陆个人有关的个人数据。阿里斯顿遵守跨境传输个人数据的相关法律，以确保无论在何处处理，您的数据都享有同样的高度隐私保护。

Statement for Ariston Privacy Notice

Processing of sensitive personal data: Ariston's services based on Ariston NET App do not require the collection of sensitive personal data about you.

Entrusted Handling of Personal Information

We may entrust our related parties (referring to our parent company, and companies directly or indirectly controlled or owned by our parent company, the same below) and partners and other third parties (hereinafter collectively referred to as "partners") to handle your personal information in order to provide remote services for you together with partners. However, we will only share your personal information for legal, legitimate, necessary, specific and clear purposes, and only share the personal information necessary for providing services. Partners can only access the information they need to perform their duties, and our company will require them through an agreement not to use this information for any purpose beyond the entrusted scope, and they should take necessary measures to protect your personal information. If partners use your personal information for purposes not entrusted by our company, they will obtain your consent separately.

You can further view the details of the partners sharing personal information under this scenario with us through the official website of Ariston Thermo (China) Co., Ltd.:

Distributors of water heaters	http://www.ariston.com.cn/Contact/Heater
Distributors of heating systems	http://www.ariston.com.cn/Contact/Heating
Service partners	http://www.ariston.com.cn/Service/service_net

Transfers of personal data across borders: Your personal data may be transferred to or accessed by entities in other countries or regions, including Ariston's affiliated companies. However, the relevant personal data will only be used for the necessary processing activities as described in this Supplementary Statement or elsewhere in Ariston's Privacy Notice. In order to provide products and services, Ariston may process personal data relating to individuals in mainland China in other countries/regions outside of mainland China. Ariston complies with the laws relating to cross-border transfers of personal data to ensure that your data enjoys the same high level of privacy protection regardless of where it is processed.

适用于中国大陆的隐私权利

在阿里斯顿，我们尊重中国消费者在《中华人民共和国个人信息保护法》项下享有的知情、查阅、更正、转移、限制处理和删除其个人数据的权利。中国消费者还有权要求阿里斯顿提供其个人数据的副本，并解释阿里斯顿《隐私声明》和本说明以及其他相关的个人数据处理规则。

《隐私声明》包含我们收集的个人信息、个人数据的来源和使用目的、阿里斯顿是否披露该等个人信息以及（如果披露）披露给哪些类别的第三方等具体内容。

若您或您的授权代理人想要行使您的个人信息的权利，您可以通过向info.connectivity@ariston.com发送电子邮件提交申请。出于安全和反欺诈的目的，阿里斯顿会要求您提供我们认为必要的信息，以验证您的身份。这些信息可能包括姓名、联系方式以及有关您与阿里斯顿之间的交易和关系的信息。但是为了保护您的安全和隐私权，我们要求提供的具体信息可能会因您请求的情况而有所不同。如果我们删除您的个人数据，我们会对个人数据进行匿名化处理。

Privacy rights applicable to mainland China

At Ariston, we respect the rights of Chinese consumers to know, access, correct, transfer, restrict the processing and delete their personal data under the Personal Information Protection Law of the People's Republic of China. Chinese consumers also have the right to request a copy of their personal data from Ariston and to have an explanation of Ariston's Privacy Notice and this Supplementary Statement, as well as other relevant personal data processing rules.

The Privacy Notice contains details of the personal data we collect, the source of the personal data and the purposes for which it is used, whether Ariston discloses such personal data and, if so, to which categories of third parties.

If you or your authorized agent wish to exercise your rights in relation to your personal information, you could send application to info.connectivity@ariston.com. For security and anti-fraud purposes, Ariston may ask you to provide information that we believe is necessary to verify your identity. This information may include name, contact details and information about your dealings and relationship with Ariston. However, to protect your security and privacy, the specific information we ask for may vary depending on the circumstances of your request. If we delete your personal data, we will anonymize your personal data.

儿童的个人数据

我司的产品、网站和服务面向成人。如果没有父母或监护人的同意，儿童不应使用我司的产品、服务。

对于经父母同意而收集儿童个人信息的情况，我司只会在受到法律允许、父母或监护人明确同意或者保护儿童所必要的情况下使用或公开披露此信息。

尽管当地法律和习俗对儿童的定义不同，但我们将不满 14 周岁的任何人均视为儿童。

如果我司发现自己在未事先获得可证实的父母同意的情况下收集了儿童的个人信息，则会设法尽快删除相关数据。

Personal data of children

Our products, websites and services are intended for adults. Children should not use our products and services without the consent of their parents or guardians.

Where we collect personal information from children with parental consent, we will only use or publicly disclose this information where permitted by law, where the parent or guardian has expressly consented or where necessary to protect the child.

Although local laws and customs may define a child differently, we will treat any person under the age of 14 as a child.

If we find that we have collected personal information from a child without obtaining the expressed consent from his/her parent in advance, we will try to delete the data as soon as possible.

数据出境

由于阿里斯顿热能产品（中国）有限公司与Ariston S.p.a.作为共同个人信息处理者，使用阿里斯顿集团统一APP，必然涉及到个人信息出境，出境相关情况具体见下表：

Data Cross-Border

Since Ariston Thermo (China) Co., Ltd. and Ariston S.p.a. are both personal information data processor, using the global unified APP of Ariston Group, thus it's related to data cross-border, and please see details in below table:

数据出境基本情况 Basic Description of Outbound Data Transfer	
个人信息出境目的 The Purpose of the Outbound Personal Information Transfer	注册使用APP所必须，使用的是阿里斯顿集团统一的APP，便于公司提供全球化的服务。 It's must to transfer the personal information abroad if the user needs to register and use the APP, it uses the global unified APP of Ariston Group, in order to provide the global service.
个人信息出境方式 The Method of the Outbound Personal Information Transfer	通过用户注册提供个人信息;由产品自身云上传产品的运行数据。 By means of a registration form for the service in which the user provides personal data; cloud delivery of the product's operating data by the product itself.
个人信息种类 The Type of Personal Information	姓名、电话、地址(详细到市/县)、电子邮箱、产品使用数据 Name, telephone, address (detailed to city level), email, product use data
个人信息在境外的保存期限 The retention period of personal information overseas	直至用户撤回同意，或直至用户删除账户后2年。 Until the user withdraw the consent, or until two years after the user delete the account.
个人向境外接收方行使请求权的方式和程序 The Method and Procedure for the Individual to Exercise the Rights against the Overseas Recipient	可以通过电子邮件联系境外接收方个人信息保护负责人行使相应的个人信息查阅、复制、修改、更正、删除等权利，境外接收方个人信息保护负责人将于30日内进行处理： DPO.AristonGroup@ariston.com The individual could contact the person in charge of personal information protection of the overseas recipient via email to exercise the relevant rights of personal information access, copy, modify, correct, delete, etc. The person in charge of personal information protection of the overseas recipient will deal with the rights within 30 days: DPO.AristonGroup@ariston.com
境外接收方基本情况 Basic Description of the Overseas Recipient	
名称 Name	Ariston S.p.A.
地址 Address	意大利法布里亚诺阿里斯蒂德·梅里奥尼大道45号, 60044
电子邮箱 Email	DPO.AristonGroup@ariston.com