

Privacy Policy

I. Who is responsible for processing your data?

This privacy policy (hereinafter, the "Privacy Policy") applies to all personal data that the customer provides to PATO RICO, Comércio e Exportação de Artigos de Penas Lda, NIPC 500 843 872, headquartered at Av. Santos e Castro, 130-A 1750-268 Lisbon, (hereinafter referred to as "PATO RICO"), directly by completing a consent declaration or online form. For the purposes of this Privacy Policy, "Customer" shall be understood to mean any individual interested in the products and services offered by PATO RICO. PATO RICO, as the data controller, will request, prior to the submission of your personal data, the Customer's express consent to this Privacy Policy, when necessary and in any other aspect that requires prior authorization. The objective of PATO RICO's Privacy Policy is to provide transparency regarding how you process your data and how you protect it, in compliance with best practices and applicable legislation.

The Customer should contact the Data Protection Officer via email at patorico@patorico.pt if they have any questions or needs regarding data protection.

II. What personal data is being processed?

The personal data processed includes name, marital status, gender, address, telephone number, email address, tax identification number, and personal identification number.

III. For what purpose do we process your personal data and for how long do we keep it?

PATO RICO will process the personal data provided by the Client for the purposes indicated below, insofar as there is a legal basis for each processing:

- 1) Sending requested information regarding products
- 2) Own marketing initiatives and communication of data to third parties for the same (with prior express consent)
- 3) Clarification of issues, management of complaints and other customer support initiatives.
- 4) Management of contests, raffles and promotions.

PATO RICO will retain its customers' data for the duration of their contractual relationship and, subsequently, data for promotional activities will be kept for a period of two years; for other types of users, the data will also be kept for a period of two years; as such, the data will not be kept for longer than necessary for the purposes described above, without prejudice to the retention that may be necessary for the formulation, exercise or defense of potential claims and/or whenever applicable legislation permits.

IV. What is the legal basis/legitimacy for processing your personal data?

1) Consent provided by the Client – for these purposes, you will receive a consent form for the use of your data, which you may subsequently withdraw;

- 2) Entering into and/or executing a contract with the Client;
- 3) Compliance with the legal obligations to which PATO RICO is subject;

4) Defense of legitimate interests and/or cases where there are reasons for the use of this data to prevail over the Client's data protection rights; 5) Declaration, exercise or defense of a right in legal proceedings against the Client, PATO RICO or a third party.

V. With whom may your personal data be shared?

The Client's personal data may be disclosed:

- third-party service providers to PATO RICO and PATO RICO
- partners

The Client's personal data may also be processed by companies subcontracted by third-party service providers to PATO RICO, namely for website hosting, email, responding to user questions about services, sending information about new services and products, and special offers.

These companies are only provided with the personal data necessary for the provision of the service in question. PATO RICO may transfer or communicate personal data to fulfill its obligations to the Public Administration, where required by current legislation, and, if applicable, also to other bodies, such as State Security Forces and Judicial Bodies.

Your data will only be processed within the European Union.

VI. What are the rights of customers?

PATO RICO informs the Client of their right to exercise access, rectification, erasure, objection, portability of personal data, and restriction of processing.

1) Right of Access The holder of personal data has the right to obtain from PATO RICO confirmation as to whether or not the data concerning him or her are being processed and, if so, to access his or her personal data and consult the information provided for in the Law.

If the processing depends on the Client's consent and this consent is obtained through automated means, the Client has the right to receive the personal data previously provided, in a structured, commonly used and machine-readable format.

If the Client wishes to have more than one copy of their personal data being processed, the third-party service providers to PATO RICO may charge a fee for the associated administrative costs.

2) Right to rectification The holder of personal data has the right to obtain from PATO RICO, without undue delay, the rectification of inaccurate or incomplete personal data concerning him or her.

3) Right to erasure of data ("right to be forgotten") The data subject has the right to request that PATO RICO erase their data without undue delay, and PATO RICO has the obligation to erase that data when, in particular, one of the following reasons applies:

- a) The personal data is no longer necessary for the purpose that motivated its processing;
- b) The data subject has withdrawn their consent to the processing of data (in cases where the processing is based on consent) and there is no other legal basis for such processing;

c) The data subject objects to the processing and there are no overriding legitimate interests justifying the processing. 4) Right to object The data subject has the right to object at any time, and for an unlimited period, on grounds relating to his or her particular situation, to the processing of personal data concerning him or her. 5) Right to data portability If the processing depends on the data subject's consent and that consent has been given by automated means, the data subject has the right to receive the personal data concerning him or her, which he or she has provided to PATO RICO, in a structured, commonly used and machine-readable format.

6) Right to restriction of processing The data subject has the right to obtain from PATO RICO the restriction of processing if one of the following situations applies:

a) To contest the accuracy of personal data, for a period that allows PATO RICO to verify its accuracy;

b) The data processing is unlawful and the data subject objects to its erasure and use;

c) PATO RICO no longer needs the personal data for processing purposes, but this data is required by the data subject for the purposes of establishing, exercising or defending a legal claim;

d) If the Client has objected to the processing, until it is verified that the legitimate grounds of the controller prevail over those of the data subject.

Personal data will be treated with special care in order to ensure and realize the aforementioned rights. The Client may be asked to prove their identity to guarantee that data is shared only with the respective owner. If the Client wishes to exercise any of the above rights, PATO RICO will analyze the request and provide a response within a reasonable time, never exceeding one month. In case of dissatisfaction, the Client also has the right to file a complaint with the National Data Protection Commission, the supervisory authority.

VII. Can previously given consent be revoked?

If consent is legally required for the processing of personal data, the data subject has the right to withdraw that consent at any time, although this right does not compromise the lawfulness of the processing carried out based on the consent previously given, nor the subsequent processing of the same data when based on another legal basis, such as compliance with the contract or the legal obligation to which PATO RICO is subject.

Should the Customer wish to revoke their consent, they must contact PATO RICO by letter, telephone or by email at patorico@patorico.pt.

VIII. What security measures have we implemented?

PATO RICO is committed to fulfilling its obligation to keep personal data confidential and its duty to safeguard it, and will adopt the necessary measures to prevent its alteration, loss, unauthorized processing or access, in accordance with applicable legislation.

PATO RICO has implemented the necessary technical and organizational security measures to guarantee the security of your personal data and prevent its alteration.

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Loss and unauthorized processing and/or access, taking into account the state of technology, the nature of the stored data and the risks to which it is exposed, regardless of whether they are caused by human acts or the physical or natural environment, in accordance with applicable legislation. PATO RICO, an entity concerned with privacy, to reinforce the confidentiality and integrity of information within its organization, continuously maintains supervision, control and evaluation of its processes to ensure respect for privacy and information security, in accordance with international standards. PATO RICO has a duly signposted video surveillance system, in compliance with the provisions of paragraph 2 of article 8 of the Private Security Law (Law No. 34/2013, of May 16).

Image recordings obtained by video surveillance systems are stored, in encrypted form, for a period of 30 days from the date of capture, after which they are destroyed (without prejudice to retention for a longer period in the event of legal proceedings).

Notwithstanding the foregoing, the Client should be aware that the use of websites and the transmission of information by electronic means may, from time to time, be subject to unauthorized access by third parties.

IX. Modification of the Privacy Policy

PATO RICO may modify its Privacy Policy in accordance with applicable legislation at any given time. In any case, any modification to the Privacy Policy will be duly notified to the Customer so that they are informed about changes made to the processing of their personal data and, if required by applicable law, the Customer may give their consent.