



This privacy policy sets how BNZSA (BNZSA Sasu registered at the address 22, rue François Pilatre de Rozier 33260 la Teste de Buch France under 794 108 803 RCS Bordeaux and BNZSA Spain SL registered at the address Calle Virgilio 25B, 28223, Pozuelo de Alarcon, Spain under CIF: B-87009023), will use and protect any information and data processed through their website or through their telemarketing process.

This privacy policy will provide information to individuals on how BNZSA is collecting, using and processing personal information. This privacy policy only applies to data collected and processed by the two above mentioned processes.

All the data or personal information collected by BNZSA is used and held in accordance to the European regulation 2016/679 "General Data Protection Regulation", that entered into force the 25th May 2018. Please see our full GDPR statement on www.BNZSA.com.

Definitions

Definition of terms used in the BNZSA privacy policy:

- "BNZSA Operators": full-time employed personnel that have signed a confidentiality agreement with BNZSA; during the telemarketing calls they hold conversations with prospects where the prospects provide their consent to their information and contact details being collected and used for the purpose mentioned during the call/ for specific purposes.
- "Client": BNZSA's customer, specialized IT companies that contracted BNZSA to pursue telemarketing campaigns for them. BNZSA, through its collecting and processing process requires the consent of the prospects to transfer their information to its client, if they agree so.
- "you"/ "prospect": the person through which the data was collected, through the BNZSA website or through the BNZSA Telemarketing process on the lawful basis of consent.
- "personal data"/ "personal information": information relating to an identified individual or an identifiable individual, who can be identified directly or indirectly.

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Information Collected

BNZSA through its website or through its telemarketing process may collect the following information of prospects:

- Name and Job title
- Contact information including email address
- Information about interests and business matters
- Other information relevant to customer surveys or customer offers

All this information will be collected through the BNZSA website or through BNZSA telemarketing operators with a clear consent.

“Telemarketing process” refers to the BNZSA Operators calling you with a specific purpose and collecting your information with your explicit consent, to be used afterwards by a specific company to communicate with you for a specific purpose that you agreed to.

Use of the personal information

BNZSA will collect and process this personal information to deliver or provide you the information or services you requested through the telephone conversation or through visiting the website www.bnzsa.com.

BNZSA will process the information in order to put you in contact with its clients if you consented to this on the phone. Or if you agreed to this through e-mail with our Operators. BNZSA may process your data and contact information, to add you to some of our client's data bases, if you consented to this on the previous call or through e-mail with our Operators. In no case will your personal information be sent to our client's database without your previous authorization (consent).

BNZSA will also use this collected data from time to time for market research purposes or to improve our websites according to the interests of the prospects.

BNZSA will:

- Collect your personal information to better understand your needs and to provide you with specific information regarding these needs.
- Ensure that the communication will be conducted responsibly and that it will be relevant to the purpose for which you gave your consent.
- Discontinue any communication with you if you so request.
- Store and save your information in a safe and secured place, that will protect personal data against unauthorized or unlawful processing and accidental destruction or loss.

Retention of personal data

BNZSA will retain the collected personal information for the period necessary to fulfill the purpose, that was expressly explained while the data was collected and processed by phone during the conversation with the BNZSA operators. Unless a longer retention period is required or permitted by the European data protection regulation.

Personal data that is not used for any purpose is deleted.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronical and managerial procedures to safeguard and secure the information we collect. These safeguards are compliant with the requests of the General Data Protection Regulation.

Data Transfers

All your collected data can be transferred to BNZSA's clients, third parties with your agreement (consent).

This transfer will respect the European regulation of data protection regarding the transfer of personal data. So, BNZSA will ensure that this transfer will be done in a secured and GDPR compliant manner.

In case of transfer of data to a Client outside the EEA zone, we ensure that it takes all the necessary measures and safeguards. As mentioned in the article 46, BNZSA's data transfer will be subject to standard contractual clauses signed by BNZSA and its clients to ensure the protection of the prospect information.

Your Rights and Inquiry process

The data protection regulation provides individuals with their rights regarding the handling of their personal information.

These rights are listed in the regulation from article 16 to article 20. Here are the steps that can help you to apply your rights regarding your personal data.

- [Opt-out / Consent withdrawal](#)

At any time, you will be able to withdraw your consent and opt-out from our database and from the one of our clients to whom we transfer your information with your consent. You

have the possibility to Opt-out and erase your information by requesting directly by phone with the BNZSA operator, by clicking on the Opt-out link on our website, or by contacting BNZSA's DPO at the following e-mail address: privacy@bnzsa.com

- Modification / Rectification

You can modify or rectify any of your information that we collected by phone requesting directly during the call with our operators or by sending an e-mail to BNZSA's DPO at the following e-mail address: privacy@bnzsa.com

- Right to access your information

At any time, you can request any information on how we collect and process your information and request details of the personal information which BNZSA holds about you. You can request this information through e-mail: privacy@bnzsa.com or directly on the phone with our operators that are trained frequently regarding the application of data protection.

- Right to restrict the use of your information

At any time, you can restrict the use of either part or all of your information that was collected by BNZSAs' operators. You will be able to restrict the use by contacting the DPO by e-mail: privacy@bnzsa.com or directly on the phone with our operator.

For any inquiries regarding the above listed rights, you may also have the option to contact the client to whom your contact details were transferred with your previous consent. If you need any help on this matter you can contact BNZSA's DPO at the e-mail address: privacy@bnzsa.com or you can write to us at BNZSA, Calle Virgilio, 25B, 28223, Pozuelo de Alarcon, Madrid, Spain.

If you have any complaints regarding our compliance with this Privacy policy, please contact us. We will investigate and attempt to resolve complaints and disputes regarding use or disclosure of personal information according to the GDPR.

You also have the right to lodge a complaint directly with any local Supervisory Authority about how we collect and process your data.

Use of Cookies

BNZSA reserves the right to use "cookies". A cookie is a text file that is placed on your hard disk by a Web page server. The cookie helps analyze web traffic or lets you know when you

visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

BNZSA uses cookies to identify you when you visit this website and to keep track of your browsing patterns and build up a demographic profile. But cookies also help BNZSA to improve its website by enabling BNZSA to monitor which pages you find useful and which you do not.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our webpage, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Changes to our Privacy Policy

BNZSA reserves the right to amend our Privacy Policy at any time. Please review it frequently.