AUTOMOTIVE
MASTERPIECES

PRIVACY NOTICE

Information on the processing of personal data pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 (General Data Protection Regulation)

1. WHO WE ARE

Automotive Masterpieces S.r.l.

Via Rivoli 5/2, Genova (GE), Italy

VAT and tax code: 02255510998

Certified email (PEC): contact@pec.automotivemasterpieces.com

Automotive Masterpieces S.r.l. is the **data controller**: we decide why and how your personal data are processed. This notice explains what we hold, why we hold it, how long we keep it and what you can ask us to do about it.

2. WHAT DATA WE PROCESS

- **Identification and contact data** — name and surname or company name, title, address, email address, telephone numbers, tax code, VAT number, and, where relevant to the services you ask us for, date and place of birth and nationality. For companies, the name and contact details of the people who deal with us on your behalf.
- **Data about your cars** — the records, documents, photographs, historical research and certifications relating to the vehicles we look after for you.
- **Data you send us** — documents and files you upload, and the content of the correspondence and conversations we have with you.
- **Call and meeting data** — the date, time, duration and subject of the calls we hold with you, and the list of the people who took part in them. If you agree, also the recording of the call and its transcript (section 9).
- **Client Portal data** — your email address works as the key to your personal area: we send a single-use link to it in order to let you in. We also keep a record of when you accepted this notice, and technical logs of your access.

Your correspondence with us. The emails you exchange with the people at Automotive Masterpieces about one of your cars: sender, recipients, date, subject, text and attachments. We read them from our own mailboxes, not from yours.

Messages on WhatsApp. If you write to our business WhatsApp number, or ask to receive our updates there: the phone number you write from, the name of your WhatsApp profile, the date, time and text of the messages that pass through that number, and your choice to receive or not to receive the updates (section 11).

We do not knowingly collect special categories of data (Article 9 GDPR). Please do not send us health, biometric or similar data through the portal.

3. WHY WE PROCESS YOUR DATA, AND ON WHAT LEGAL BASIS

PURPOSE	LEGAL BASIS
Managing your requests, agreeing and carrying out the research, restoration, documentation and sale services you commission, and everything connected with our contractual relationship, including giving you access to the Client Portal and holding the calls we have with you	Performance of a contract or of pre-contractual measures — Article 6(1)(b) GDPR
Complying with accounting, tax, civil-law and administrative obligations, and with requests from competent authorities	Compliance with a legal obligation — Article 6(1)(c) GDPR
Sending you newsletters, invitations to our events and exhibitions, commercial offers and other marketing communications	Your consent, freely given and revocable at any time — Article 6(1)(a) GDPR
Sending you on WhatsApp the updates from Automotive Masterpieces about your cars	Your consent, freely given and revocable at any time — Article 6(1)(a) GDPR
Recording and transcribing the calls we hold with you, and filing the text of the transcript in the records relating to your cars	Your consent, freely given and revocable at any time — Article 6(1)(a) GDPR
Establishing, exercising or defending legal claims	Our legitimate interest — Article 6(1)(f) GDPR

Providing the data listed under the first two purposes is **necessary**: without them we cannot enter into or perform our agreement with you, nor meet our legal obligations. Giving your consent to marketing, your consent to updates on WhatsApp, and your consent to the recording and transcription of calls, is entirely **optional**, and refusing has no effect on the services we give you: in particular, the call goes ahead just the same.

To keep the correspondence about your car in order. We link to a car's file the emails that concern it, so that you can find them in the Client Portal next to that car's documents and invoices, and so that our team has in one place what has been said about that car. The legal basis is our legitimate interest in keeping the documentation of the cars we look after in order (Article 6(1)(f) GDPR) and, for the part we show you in the portal, the performance of our relationship with you (Article 6(1)(b)). How it works, and what you see, is described in section 10.

4. How we process your data

We process your data both on paper and by electronic means, applying the security measures required by the GDPR. Access is limited to the people who need it in order to do their work.

In the course of our research we may use software that includes **artificial intelligence** features, exclusively to support the search, consultation and organisation of information, and only on documentary and information sources we have selected ourselves. These tools are **not** used to make automated decisions about you: no decision producing legal effects concerning you, or similarly significantly affecting you, is taken on an automated basis within the meaning of Article 22 GDPR. Any material intended for you is reviewed by a person before you receive it.

5. Who we share your data with

Your data may be made known to our internal administrative staff and to external collaborators acting under our instructions, and may be communicated to providers of services we rely on — consultants and professionals, accountants, insurers, shipping and logistics companies, and public bodies where the law requires it.

The IT providers we use, and what they do for us, are these:

- **Podio (Progress Software Corporation)** — the management system in which our client records and the records relating to the cars are held.
- **Supabase, Inc.** — the database and the file storage on which the Client Portal runs.
- **Railway Corporation** — the infrastructure on which the Client Portal is published.
- **Brevo (Sendinblue SAS)** — sending our emails: the sign-in link to the portal, receipts and notices.
- **Microsoft Ireland Operations Limited** — the calendar, the calls on Microsoft Teams and, when you consent, their recording and transcription; **and our business mailboxes**, from which we read the correspondence described in section 10.
- **Dropbox, Inc.** — the archive of the documents relating to the cars and of the attachments of the emails described in section 10.
- **Meta Platforms Ireland Limited** — the WhatsApp Business Platform, the service through which the messages we exchange with you from our business WhatsApp number travel (section 11).

Where these parties process data on our behalf, we appoint them as **data processors** under Article 28 GDPR. An up-to-date list of processors is available on request at the address given in section 1.

Some of our providers may process data **outside the European Economic Area**. Where that is the case, the transfer takes place on the basis of an adequacy decision of the European Commission or of the Standard Contractual Clauses adopted by the Commission, together with any additional measures required. You may ask us for a copy of the safeguards in place.

We never sell your personal data.

6. How long we keep your data

We keep your data only for as long as is necessary for the purposes described above, and in any event **for ten years from the end of our collaboration**, which is the period our accounting, tax and civil-law obligations require. Data processed for marketing purposes are kept until you withdraw your consent. After those periods, data are deleted, returned or anonymised.

Records relating to the history and provenance of a vehicle may be kept for longer where they form part of the documentary heritage of the car itself; in that case they are retained in a form that limits, as far as possible, the personal data they contain.

The **recording** and the **transcript** of a call, where you agreed to them, stay on Microsoft's systems and are deleted automatically **after seven days**: the setting applies to both, and where two different periods apply, the shorter one prevails. Once that period has passed they can no longer be retrieved from Microsoft. The **text** of the transcript, which within that period we file in the records relating to the car or cars that were discussed, is kept under the same rule described in this section for the other records relating to the car. At your request we delete that text, as described in section 9.

The text and attachments of the emails linked to a car are kept under the same rule described in this section for the rest of the car's documentation. At your request we remove them from the Client Portal, as described in section 10; the emails remain in our mailboxes for the period required by our obligations.

The log of the messages that pass through our business WhatsApp number is a service log, not an archive of conversations: each message stays in it for **ninety days** and is then deleted. Messages we could not match to a record stay until a member of our team has reviewed them. Your choice about updates on WhatsApp, with the phone number it refers to and the date on which you gave or withdrew it, remains on record, even after a withdrawal, for the period given at the start of this section, so that both you and we have a clear trace of it.

7. YOUR RIGHTS

Under Articles 15 to 22 GDPR you have the right, at any time, to:

- ask whether we hold personal data about you, and obtain a copy of them;
- know why we process them, who receives them and for how long we keep them;
- have inaccurate data corrected and incomplete data completed;
- have your data erased, where the conditions for erasure are met;
- ask us to delete the text of a transcript we have filed, even outside those conditions (section 9);
- ask us to restrict the processing;
- receive your data in a structured, commonly used and machine-readable format, and have them transmitted to another controller (data portability);
- object to processing based on our legitimate interest, and object **at any time and without giving reasons** to processing for direct marketing;
- withdraw your consent at any time, without affecting the lawfulness of processing carried out before the withdrawal;
- lodge a complaint with a supervisory authority — in Italy, the Garante per la protezione dei dati personali (www.garanteprivacy.it).

How to exercise them. Write to Automotive Masterpieces S.r.l., Via Rivoli 5/2, Genova (GE), Italy — by registered letter or to contact@pec.automotivemasterpieces.com. We will reply within one month, as required by Article 12 GDPR.

8. YOUR CONSENT IN THE CLIENT PORTAL

You give your consent in the Client Portal by pressing **Accept** — there is nothing to print and nothing to sign. We record the fact that you accepted and the exact date and time, so that both you and we have a clear record of it.

Until you accept, the cars registered to your record are **not shown** in the portal: you can see that they are there and that they are waiting for you, but their details stay closed.

You may **withdraw** your consent at any time by writing to us at the address in section 1. Withdrawing does not affect anything we lawfully did before, and does not end our agreement with you — it means we stop processing your data on the basis of your consent. The same way and the same effects apply to your consent to the recording and transcription of calls (section 9). Consent to updates on WhatsApp is given and withdrawn as described in section 11.

9. CALLS AND THEIR TRANSCRIPTION

Calls and remote meetings are held on **Microsoft Teams**. The invitation comes from an Automotive Masterpieces company calendar and reaches you by email together with the link to join. We record the date, time, duration and subject of the call, and **the list of the people who took part in it**.

If you agree, the call is **recorded and transcribed**. The recording is how the transcript starts from the very first second: Microsoft does not allow transcription to be switched on on its own, so a recording of the call, video included, does exist. The recording and the transcript stay on Microsoft's systems and are **deleted automatically after seven days**; once that period has passed they can no longer be retrieved from Microsoft.

Within that period we retrieve the **text** of the transcript and file it in the **records relating to the car or cars that were discussed**; if the call is about your whole collection, what was said is divided between the cars named during the call. How long we keep that text is set out in section 6.

Your consent to the recording and transcription is **optional**: the box is **not pre-ticked**, and **the call goes ahead just the same** if you do not give it — in that case we neither record nor transcribe anything.

The legal basis for the recording and the transcription is your consent (Article 6(1)(a) GDPR); the call itself rests on the basis described in section 3 for our relationship with you. You may withdraw your consent at any time, in the way and with the effects described in section 8.

At your request we **delete the text of the transcript** we have filed: simply write to us at the address given in section 1. This does not affect the cases, described in sections 3 and 6, where the law requires us to keep a document or where we need it to establish, exercise or defend a legal claim. The **recording**, on the other hand, is not ours to delete: it deletes itself on Microsoft's systems within seven days.

10. THE EMAILS ON THE CAR'S PAGE

The people at Automotive Masterpieces who look after your car write to you, and receive your replies, from their business mailboxes; one of them also uses a personal mailbox, with his agreement. The Client Portal reads those mailboxes and recognises the emails that concern a car we look after, because the subject or the text carries the car's code (the letters "AU-" followed by a number) or its chassis number. Those emails are linked to the car's file.

What you see in the portal. On the page of one of your cars, the "Email" tab shows you only the emails in which you were present — as sender, recipient or in copy — with the address you signed in with. They are emails you already have in your own mailbox: the portal simply places them next to the car they belong to, read-only, with downloadable attachments. You do not see the emails exchanged among the people of our team, nor those with third parties (a workshop or an archive, for instance) in which you were not in copy, even when they concern your car. If you change the address you sign in with, the emails exchanged with the previous address no longer appear.

What our team sees. In our internal console the team sees every email linked to a car, including internal ones and those with third parties, and for each one knows whether you see it in the portal or not. The team can unlink an email from a car or hide it from the portal.

Attachments. The attachments of the emails linked to a car are copied into our document archive (Dropbox, section 5), in a folder named after the car, and can be downloaded from the portal. Very large attachments are not copied: the file name remains in the portal, and you may ask your contact person for them.

What we do not do. We do not reply to emails from the portal and we do not write in your name. We do not use artificial-intelligence tools to read the correspondence. Of the emails that concern no car we keep no text: only a technical marker telling us we have already examined them.

Your rights over these emails. You may ask us to remove from the portal one email, or all the emails linked to one of your cars, by writing to the address in section 1: the entry disappears from the portal, while the email remains in our mailbox like any other correspondence, for the period set out in section 6. The rights described in section 7 remain unaffected.

11. WHATSAPP

Automotive Masterpieces has a business WhatsApp number, **+39 010 856 8682**. You can use it to write to us and, **only if you ask us to**, to receive our updates about your cars.

When you write to us. Your message reaches the Client Portal, which recognises who is writing from the phone number — by comparing it with the numbers on your record — or from the personal code contained in the ready-made message you open from the portal. The portal chooses whom to pass the message to on the basis of who is writing, not of what is written: it notifies the member of our team who looks after you, forwarding your message, and replies to you with a courtesy line. If your number is among those on your record, that reply may list your cars published in the portal, with their codes. The person who looks after you then replies **from their own phone number**: from that moment the conversation continues between you and that person and no longer passes through the portal, which does not keep it.

What we record. We keep a log of the messages that pass through our business number: the phone number, the name of the WhatsApp profile, the date and time, the text, and the member of our team we passed it to. If you send us a photograph, a voice message or a document, we record only that you sent it: the file is neither downloaded nor kept by the portal. How long we keep the log is set out in section 6.

Updates: only with your consent. We send you updates on WhatsApp only if you have asked us to. You can do so in two ways: by sending us, from your phone, the ready-made message that opens from the "My details" page of the Client Portal or from the button at the bottom of one of our emails; or by answering "Yes" to the question we ask you on WhatsApp after you have written to us. We record the number you answered from, the date and time, and the exact text you said yes to, so that both you and we have a clear trace of it. Consent is **optional**: if you do not give it you can still write to us on WhatsApp, and nothing changes in the services we give you.

What you receive. Short messages about your cars, with a link to your private area in the Client Portal. WhatsApp tells us whether a message has been delivered to you and, if you keep read receipts on, whether it has been read.

How to stop. Reply to our number with the single word **STOP**, or press "Turn off" on the "My details" page of the Client Portal: the withdrawal takes effect immediately. We also treat as a withdrawal a report from WhatsApp that you do not wish to receive messages of this kind. You can turn the updates back on whenever you like. Withdrawing does not affect anything we lawfully did before.

The role of Meta and of WhatsApp. The messages travel through the WhatsApp Business Platform, a service provided by Meta Platforms Ireland Limited: in order to deliver them, Meta processes your phone number and the content of the messages on our behalf, and may use other companies of the group, including in the United States, with the safeguards described in section 5. Your own use of the WhatsApp application is instead governed by WhatsApp's terms and privacy policy, and for that service WhatsApp is an independent controller.

The legal basis. The updates rest on your consent (Article 6(1)(a) GDPR). The messages you write to us we process, like the rest of the correspondence we have with you, in order to handle your requests and our relationship with you (Article 6(1)(b) GDPR).

12. CHANGES TO THIS NOTICE

We may update this notice, for instance if the law changes or if we change the way the Client Portal works. The current version is always available in the portal and at the address from which you opened this document. If a change materially affects you, we will tell you before it takes effect.

What changed in version 1.1 (21 August 2026): section 9 has been added, on the calls we hold on Microsoft Teams and on their recording and transcription, and sections 2, 3, 6, 7 and 8 have been updated accordingly. Section 5 now **names** the IT providers that process your data on our behalf, instead of describing them by category.

What changed in version 1.2 (7 September 2026): section 10 was added, on the emails linked to a car's page and shown in the Client Portal, and sections 2, 3, 5 and 6 were updated accordingly. Section 5 now also names Dropbox.

What changed in version 1.3 (7 October 2026): section 11 was added, on our business WhatsApp number and on the updates we send you on WhatsApp if you consent, and sections 2, 3, 5, 6 and 8 were updated accordingly. Section 5 now also names Meta.