

PRIVACY POLICY

Who is the entity responsible for the treatment of your data

The company C-MORE SUSTAINABILITY, Lda., taxpayer number 516143107, with registered office at Avenida Duque de Ávila, nº 64, 7º Andar Letra A, 1050-083 Lisbon is the entity responsible for processing the personal data of those who visit our website.

C-MORE is the name under which the brand of the company C-MORE SUSTAINABILITY, Lda. is designated. Thus, whenever the terms C-MORE, 'We, 'Our(s)' are used throughout this document, these will be references to C-MORE SUSTAINABILITY, Lda. When we refer to 'you' or 'your', we mean you, the person visiting our website and who is the holder of the personal data.

Where you have provided us with your personal data, for example if you subscribe to our newsletters or register on our website to request a meeting or contact from our teams, we undertake to use this data in accordance with this Privacy Policy.

What is personal data?

A personal data is any information relating to an identified or identifiable natural person, such as a name, an identification number, email, telephone number, location data, electronic identifiers or one or more specific elements of that person's physical, physiological, genetic, mental, economic, cultural, or social identity.

What personal data does C-MORE collect?

We process various categories of personal data, collected by our website to be able to present you our offer of Services and allow you to navigate through our website ensuring a better experience.

We only collect the personal data that is essential to provide you with the Service you have requested. Thus the data we collect about you on our website includes:

- **Identification data:** first name, surname, tax identification number, email address, telephone number and address, if you have subscribed to our newsletter or registered and requested direct contact from our team;
- **Navigation data:** information relating to how you use our website;
- **Data about your interactions with C-MORE:** records of your communications by email, chat or telephone with our customer service department, as well as any suggestions you have made to us;
- **Data related to cookies and other similar technologies.** For information on the use of cookies, please refer to our policy.

For what purposes do we process your personal data

We process your personal data for a set of purposes and in accordance with the following legal grounds:

Purpose of processing	Legal basis for treatment
<p>The handling of your requests, specifically to:</p> <ul style="list-style-type: none"> - Collecting your requests and preferences; - Confirming your requests; 	<p>We process this data as it is essential for the execution of our services agreement.</p>
<p>Conducting satisfaction surveys to gather your opinion on the quality of the products we offer and our service.</p>	<p>We perform this processing based on our legitimate interest in knowing your needs better and improving our service and customer support.</p>
<p>Real time chat on our website using our "Blog".</p>	<p>We carry out this processing based on our legitimate interest in answering questions you have about our service.</p>
<p>Our business development, communication, and marketing activities, including:</p> <ul style="list-style-type: none"> a. Sending emails with our newsletters and news; b. Managing and updating our customer databases. c. Contact from our business partners 	<p>Marketing messages from C-MORE regarding the promotion of our products and our service are subject to your consent.</p> <p>In case you are a user of our Services, you may receive commercial messages from us for similar products that C-MORE has to offer.</p> <p>The sending of these messages is based on our legitimate interest in communicating with you and letting you know about our products, news, and promotions.</p> <p>This data processing activity is based in our legitimate interest in managing our customer database.</p>
<p>Analysis of navigation data on our website.</p>	<p>The processing of this data is based on our legitimate interest in improving the offer of our products and Services and in being able to guarantee you the best browsing experience.</p>
<p>Analysis of the use of C-MORE technology solutions.</p>	<p>For performance of the contract and provision of services.</p>
<p>Conducting analyses, with the objective of producing outputs, according to the contracted technological solution package.</p>	<p>We treat this data as essential for the performance of the contract for the provision of our services.</p>
<p>Evaluation and management of the service provided.</p>	<p>This data is processed on the basis of the performance of the contract for the provision of our services.</p>

With whom we share your data

We will only communicate your data to those who are involved in the process of collecting, delivering, paying, and invoicing for our Services, or promoting and communicating our Services and technological solutions.

This means that, if necessary and in the context of the provision of our Services and technological solutions, your data will only be communicated:

- to our IT service providers, solely and exclusively, for the purposes of storage, development or maintenance of our technological solutions;
- to our platform and solution providers for the processing of payment for Services you have requested us;
- To third party service providers and intermediaries, subcontracted by C-MORE, solely and exclusively for the fulfillment of the purposes set out in this privacy policy. These companies are provided only with the data necessary for the provision of the service in question, in accordance with our instructions;
- To third parties, contracted as business partners of C-MORE, for the development of business, provision and implementation of our services, within the scope and execution of the service contract;
- In completing online surveys to third parties. However, the data transmitted are pseudonymised and cannot be attributed to a specific data subject, resulting only in global data in the study concerned;
- To subcontractors and companies of the C-MORE business group, for the performance of services, to which the user voluntarily agrees to participate;
- to our suppliers of e-mail marketing and communication solutions in order to be able to send you our communications.

C-MORE may also transmit user data to third parties when it deems such data communications as necessary or appropriate (i) in the light of applicable law, (ii) in compliance with legal obligations or court orders, (iii) to respond to requests from public or governmental authorities.

International data transfers

We will not transfer your personal data to any country outside the European Economic Area.

How long we keep your data

We will retain your personal data only for as long as is necessary for the specific purpose for which the data was originally collected. In some cases, and in order to comply with the law, for example tax obligations, we will have to keep your personal data for the period expressly provided for by law.

What rights you have as holder of personal data

As the holder of personal data, and provided that the necessary legal requirements are met, you have the right to:

- request access to your personal data by asking us for information about the specific data we hold about you and the specific data processing we carry out;

- request the rectification of any information about you that you believe is inaccurate or out of date;
- To oppose the processing of your personal data for personal reasons;
- Request the limitation of the processing of your personal data, for a defined period of time;
- Request the portability in a structured, commonly used and machine-readable format of the data you have provided us with,
- Request that we delete your personal data;
- Withdraw the consent you have given for a specific data processing operation where that operation is based on your consent;

You may exercise any of these rights by sending an email to the following address: gdpr@cmore.pt.

Furthermore, you will always have the right to lodge a complaint with the National Data Protection Commission whenever you believe that your personal data has been violated.

Data Protection Officer

C-MORE has appointed a Data Protection Officer (DPO), who may be contacted by the email dpo@cmore.pt or by registered letter with acknowledged receipt to Avenida Duque de Ávila, nº 64, 7º Andar Letra A, 1050-083 Lisboa.

Changes to the Privacy Policy

This Privacy Policy was last amended at 01/08/2023