Privacy Policy

www.kmsoltecgroup.com · Last updated: 5 November 2026

This policy explains how KM Soltec S.r.l. processes the personal data of people who visit www.kmsoltecgroup.com, write to us through the contact form or the chat, or subscribe to our newsletter, in accordance with Articles 13 and 14 of Regulation (EU) 2016/679 ("GDPR") and Italian Legislative Decree 196/2003 ("Italian Privacy Code"). Our use of cookies is described in the Cookie Policy.

1. Data controller

KM Soltec S.r.l. – registered office: Via San Gregorio 55, 20124 Milan, Italy – operational site: Via I Maggio 4, 37040 Pressana (VR), Italy – VAT no. IT04466860238 – REA MI-2810926 – email: info@kmsoltecgroup.com – certified email (PEC): kmsoltec@legalmail.it – phone +39 0429 653281.

We have not appointed a Data Protection Officer (DPO). For any question about your data, write to info@kmsoltecgroup.com.

2. What data we process, why, and on what legal basis

Activity	Data	Purpose	Legal basis
Contact form and chat requests	First and last name, company, email, phone, request text, referring page and campaign you came from	Answer your request, prepare quotes, follow up the deal in our CRM	Pre-contractual steps at your request (Art. 6(1)(b) GDPR); our legitimate interest in managing business contacts (Art. 6(1)(f))
Newsletter	Email, name, company	Send you news about the Group and its offers	Consent (Art. 6(1)(a)), which you can withdraw at any time
Website security	IP address, browser data, technical logs	Prevent abuse and form spam (Google reCAPTCHA)	Legitimate interest (Art. 6(1)(f))
Analytics and advertising	Browsing data and cookie identifiers	Measure site use and campaign performance	Consent via the cookie banner (Art. 6(1)(a) and Art. 122 Italian Privacy Code)
Legal claims	Data needed for the case	Handle complaints, disputes and litigation	Legitimate interest (Art. 6(1)(f))

Required form fields are needed to answer your request. If you write to us on behalf of a company, we process your data as its contact person only to manage our relationship with that company.

We do not make decisions based solely on automated processing that produce legal effects concerning you.

3. How long we keep your data

- Requests and quotes not followed by a contract: 3 years from the last contact; if you become a customer, your data follows the periods for contractual and tax records (10 years for accounting records, Art. 2220 Italian Civil Code).
- Newsletter: until you unsubscribe.
- Security logs: up to 2 months.
- Cookies: as stated in the Cookie Policy.

4. Who we share your data with

Your data is processed by authorised KM Soltec S.r.l. staff. It may be shared, only as far as necessary, with:

- the Group company that covers the market your request concerns (Data Raven GmbH, Germany; Tecnovara España S.L., Spain; Soltec Innovation SAS, France), which handles it as an independent controller;
- service providers acting on our behalf as processors (Art. 28 GDPR): website hosting (Serverplan S.r.l., Italy); cloud CRM, chat and email marketing (Odoo S.A., Belgium); email (Google Ireland Ltd); form protection (Google reCAPTCHA); cookie consent management (CookieScript);
- analytics and advertising platforms (Google, Meta), only if you consent via the banner;
- authorities and professionals (lawyers, consultants) where required by law or needed to protect our rights.

We do not sell your data.

5. Transfers outside the European Union

Some providers (Google, Meta) may process data in the United States. These transfers rely on the European Commission's adequacy decision (EU-U.S. Data Privacy Framework) or on standard contractual clauses (Art. 46 GDPR). You can ask for a copy of the safeguards by writing to info@kmsoltecgroup.com.

6. Your rights

At any time you can ask for access to your data, rectification, erasure, restriction of processing, portability of the data you provided, and you can object to processing based on legitimate interest and, without giving reasons, to direct marketing. You can withdraw consent at any time, without affecting processing already carried out.

To exercise your rights, write to info@kmsoltecgroup.com or to our PEC kmsoltec@legalmail.it. We will reply within one month, extendable by two months for complex requests (we will let you know).

If you believe the processing infringes the GDPR, you can lodge a complaint with the Italian Data Protection Authority (Garante per la protezione dei dati personali), Piazza Venezia 11, 00187 Rome – www.garanteprivacy.it, or with the supervisory authority of the EU country where you live or work.

7. Security

We use encrypted connections (HTTPS), access limited to authorised staff, and providers bound by confidentiality.

8. Changes

We may update this policy, for example following changes in the law or in our services. The version in force is the one published on this page, with its last-updated date at the top.