

Privacy Policy

At Indutora Energia, Lda., we value and give the utmost importance to the trust you place in us and we guarantee that your personal data is safe and processed with complete privacy.

Confidentiality, privacy and transparency are three key elements in the relationship of trust that we establish with our customers and users of our website.

This Privacy Policy is valid solely and exclusively for the use and processing of data on the website <https://www.indutora.pt/>.

Personal Data controller

The entity responsible for collecting and processing the Personal Data for the purposes mentioned below is “Indutora Energia, Lda.”, legal person number 513157166, with head office at Parque Empresarial da Zona Oeste, Lote 15, 9304-005 Câmara de Lobos, Madeira Island, Portugal, with the email address geral@indutora.pt.

If you consider that any information contained in this Privacy Policy is not clear and transparent or for any other reason that you consider relevant, you may contact us at geral@indutora.pt.

Purpose of the Personal Data processing

The collection and processing of Personal Data on the website is intended to:

- Communication requested with the customers and/or potential customers in order to clarify doubts or process requests for information;
- Submission of budget proposals and/or requested information regarding products and/or services provided by Indutora Energia, Lda.;
- Advertising, promotion and commercial prospecting activities if duly accepted by the Customer (newsletters) – in which case a valid means of contact is indicated to which the recipient can send a request to terminate such communications if he/she wishes to do so;
- Collaboration with judicial, tax and regulatory authorities whose intention is to comply with legal obligations.

Security of Personal Data collected

Personal Data are processed with the degree of protection legally required to guarantee their security and prevent their alteration, loss or unauthorized access, taking into account the state of technology. The Customer is aware that Internet security measures are not invincible.

Indutora Energia, Lda. is equipped with technical infrastructures for peripheral control, namely network firewalls, private networks and VPNs that respect the security requirements necessary to guarantee the confidentiality, privacy and integrity of our customers' data. The computer systems are housed on protected servers within the facilities of Indutora Energia, Lda., with integrated information backup and recovery services.

Indutora Energia also undertakes not to assign and/or sell the user's personal data to third parties and that will process them exclusively for the purposes indicated herein and only during the period necessary for their implementation. The data will be kept as long as the commercial relationship with the user exists and will be removed within a maximum of 2 years whenever its maintenance is not necessary to the fulfilment of legal obligations.

In the event of a breach of security that causes, accidentally or unlawfully, the destruction, loss, alteration, disclosure or unauthorized access to Personal Data, Indutora Energia, Lda. will communicate this fact, without undue delay and, whenever possible, within 72 hours after becoming aware of it and in accordance with the applicable legislation, to the competent authorities as well as to the respective Personal Data holder, under the terms of the applicable legislation.

In addition to the security measures adopted by Indutora Energia, Lda., we warn users that they shall adopt additional security measures, namely ensuring the existence of an active firewall, updated antivirus and anti-spyware.

Data Protection Rights and Consent

Without prejudice to the provisions of the General Data Protection Regulation (GDPR), the User is guaranteed, without additional charges, the right to portability, access, consultation, rectification and updating of his/her personal data, directly or upon

written request, as well as the right to delete, restrict, limit and also the right to oppose their use for the purposes set out in the previous number. For this purpose, the User shall contact the entity responsible for the processing of personal data: Indutora Energia, Lda.

In order to exercise these rights, in case of reasonable doubt as to the identity of the individual submitting the request, Indutora Energia may request that additional information be provided to confirm the identity of the data subject.

The data subject has the right to withdraw his/her consent at any time, although this right does not compromise the lawfulness of the processing carried out on the basis of the consent previously given, nor the processing of data in order to comply with a legal obligation to which Inductor Energia, Lda. is subject. To withdraw your consent, you can, at any time, contact Indutora Energia, Lda., by means of a letter addressed to the head office (Parque Empresarial Zona Oeste, Lote 15), or via email to geral@indutora.pt.

The type of service that Indutora Energia, Lda. offers is targeted at adults of legal age. For this reason, contact by minors through this website is not expected. However, if you believe that a minor, your child or guardian, has sent us personal data, please contact us at geral@indutora.pt.

Complaints

In case you are dissatisfied with our use of your personal data or with our response, after exercising any of these rights, without prejudice to any other judicial or extrajudicial reaction, you may also file a complaint or request help with the processing of data from the National Data Protection Commission (Rua de São Bento, n.º 148, 3º, 1200-821 Lisbon | Tel: 351 213928400 | Fax: +351 213976832 | *website*: <https://www.cnpd.pt/> | *email*: geral@cnpd.pt).

Changes to the Privacy Policy

Indutora Energia, Lda. reserves the right to make readjustments or changes to this Privacy Policy at any time. These changes will be duly published on this website.

The version published on the website is the one currently in force.

Cookies Policy

Due to Internet communication standards, the access to the websites may imply the use of cookies.

Our website uses cookies to provide you with a better browsing experience. By using our website, you consent to the use of cookies in accordance with the privacy policy provided herein.

Cookies are small files that are recorded on the Customer's computer, the only purpose of which is to identify the computer that is accessing the website. These files do not contain any personal information. Cookies generally have a limited duration in time. No cookie can extract information from the Customer's computer hard drive, steal personal information or read cookie files created by other websites.

This allows Indutora Energia, Lda. to recognize duly registered customers, provided that they use the same equipment and browser, without the need to register upon each visit to access the areas and services reserved exclusively for them. The Customer is free to reject our cookies and choose to disable all or part of Cookies at any time, through the browser settings. However, doing so may compromise the efficiency of your browsing, which may result in the inactivation of some of the website's features.

Session cookies

They keep a unique and random identifier that allows identifying an individual session. They only remain active during your visit and are deleted once the browser is closed.

User experience cookies

They save your preferences to improve your experience on future visits.

Statistics cookies

They store anonymous data about the use of our website, so that we can analyse and improve the service provided. These cookies are placed on our behalf by third parties (Google and Internet Explorer). Cookie settings can be changed in your browser preferences. Please select the browser you are using below for more information:

Chrome

Firefox

Safari

Internet Explorer

For all other internet browsers, please search your browser's "help" menu or contact your browser Provider.