

ANF AC Privacy Policy version 1.1

Website



Security Level

Public

Important Notice

This document is property of ANF Autoridad de Certificación
Distribution and reproduction is prohibited without written authorization
from ANF Autoridad de Certificación

Copyright © ANF Autoridad de Certificación 2018

Address: Paseo de la Castellana, 79 - 28046 - Madrid (Spain)
Telephone: 902 902 172 (Calls from Spain) International (+34) 933 935 946
Fax: (+34) 933 031 611. Web: www.anf.es/en



ANF AC Privacy Policy version 1.1

Last update: 16.05.2018, previous publication 21.02.2017

ANF Autoridad de Certificación (hereinafter ANF AC) has prepared and makes available its Privacy Policy, this policy informs about its commitment to privacy and describes the procedures regarding the **collection, use and disclosure of personal information** obtained during visits to its web pages.

The access and use of the pages of this Website is subject to the provisions of this Privacy Policy and its addendum. The person or system that accesses this Website is considered as User. The access and use of this Website implies the unreserved acceptance of this Privacy Policy and its addendum. Part of the addendum to this Privacy Policy is the Legal Notice and other documents signed between ANF AC and the User with references to personal data protection, these documents will be considered as Particular Conditions, while the Privacy Policy and Legal Notice are General Conditions of ANF AC.

If you follow a link from our website to another website, keep in mind that the owner of the other website will have its own privacy policies. We recommend that you read their policies as we are not responsible for what happens on that site.

CHECK THIS PRIVACY POLICY BEFORE USING OUR WEBSITE. IF YOU DO NOT ACCEPT OUR PRIVACY POLICY, DO NOT USE OUR WEBSITE. IF YOU PROVIDE ANY PERSONAL INFORMATION TO OUR WEBSITE, WE AGREE TO COMPLY WITH THE TERMS OF THIS PRIVACY POLICY.

Likewise, the use of this page is also subjected to the terms of use of the Legal Notice. See these terms for additional information on the use of this Website, available at,

<https://anf.es/en/show/section/legislation>

ANF AC complies with the provisions of Organic Law 15/1999, of December 13, on Protection of Personal Data (LOPD), and Royal Decree 1720/2007, of December 21, which regulates the Regulation of development of the LOPD. It complies with the General Data Protection Regulation



(EU) 2016/679 of the European Parliament and the Council of April 27, 2016, as well as with Law 34/2002, of July 11, on Services of the Information Society and Electronic Commerce (LSSI). In accordance with article 10 of the LSSI, ANF AC as the owner of this Website informs:

Certification Entity (provisional) according to the AEPD-DPD Certification Scheme

- **Identity of the responsible:** ANF AUTORIDAD DE CERTIFICACIÓN ASOCIACIÓN, ANF AC
- **Tradename:** ANF AC
- **Domain:** anf.es
- **NIF/VAT Number:** G63287510
- **Address:** Gran Via de les Corts Catalanes, 996 4º 2ª, Barcelona (Spain), C.P. 08018
- **Electronic mail:** info@anf.es
- **Telephone:** 902 902 172
- **Activity:** Qualified Provider of Electronic Trust Services. Certification Entity (provisional) of Data Protection Officers (DPO).
- **Registered in the National Registry of Associations:** National number 171.443

For the purposes of the provisions of the General Data Protection Regulation cited above, personal data sent through the web forms, will receive the data treatment of "Web users and subscribers".

Warning to minors

We do not want to obtain data from minors. We encourage parents and guardians to spend time online with their children and to participate in the interactive activities offered on the web pages they visit. No visitor under the age of 18 must send or post information on the ANF AC website without the consent of their parent or guardian.

Unless otherwise clearly specified in relation to a page, document, product, service or content available on



this website, the published content is NOT intended for minors. If ANF AC suspects or has evidence at any time that a registration corresponds to a minor, it will proceed to take the necessary steps, which may even require directly from the person concerned proofs that prove his age.

In the pages designed specifically for use by minors, there are additional privacy practices, which are described in said pages.

Cookies, navigation information capture

Some of our Website pages may automatically register your IP address, country of origin, link from which you have accessed our website, browser type and version used, the sole purpose of the information collected is to help in the administration of the pages, as a security measure, and to make statistics on the number of visitors and origin. In addition, in some pages of the Website you can use Google Analytics analysis services. Google's privacy policy is available in www.google.com/privacypolicy.html

ANF AC avoids the use of cookies as much as possible, however some pages of this website may use cookies for the purpose of executing the electronic communications of navigation, as well as for the purpose of providing or enabling services or features requested by you. These cookies:

- Remember the designated language preference.
- Increase the safety of navigation on our website.
- They allow navigation to be carried out more easily.
- They allow the reproduction of multimedia contents.

They can also be used to collect information about the navigation of users on the site, in an entirely anonymous manner, for strictly statistical purposes and to improve its functionality, the use of which allows us to:

- Know the number of visitors to the "ANF AC" portal.
- Count the number of visits in each of the different pages of this portal.
- Know the activity in the portal for the identification of problems and improvements in navigation.
- Know the countries of origin of our visitors.



Pages that use cookies will request your consent before installing.

You can withdraw your consent at any time by deleting the cookies installed on your computer by configuring the browser options, as indicated in the section "deactivation or elimination of cookies". However, we inform you that this may impact the functionalities of the web or application, making your experience as a less satisfactory user.

You can deactivate the use of cookies at any time by modifying the configuration parameters of your browser:

For the [Internet Explorer cookie settings](#) Also in: <http://windows.microsoft.com/es-es/windows7/how-to-manage-cookies-in-internet-explorer-9>

For the [Windows Phone configuration](#)

For the [Firefox cookie settings](#)

For the [Google Chrome cookie settings](#)

For the [Safari cookie settings](#) Also in: <http://support.apple.com/kb/ph5042>

For the [Android configuration](#)

Respect for the privacy and right of the user

On this website, the personal data of the users are respected and taken care of. As a user you should know that your rights are guaranteed and offers you different procedures to exercise them.

ANF AC strives to create a safe and reliable space and with this objective shares with users its principles regarding their privacy:

- Never request personal information unless it is really necessary for the processing of data required,



and only the minimum information strictly necessary is requested.

- Never share personal information of its users with organizations outside the group of companies of ANF AC, except to comply with the law, requirements of Authorities or express authorization of the owner of the data.
- The personal data of the user are never used for a purpose other than that expressed in this privacy policy.
- In case of requesting information, all communications are protected with SSL or TLS protocol.

It should be noted that this Privacy Policy may vary depending on legislative requirements or self-regulation, so users are advised to visit it periodically. It will be applicable in the event that users decide to fill out any of the various contact forms where personal data is collected.

ANF AC, for the treatment of data of its users, implements all the technical and organizational security measures established in the current legislation and which are adequate for the type of information and risks analyzed.

How to obtain personal data on this website

The personal data of users of this website are obtained through the following means:

- Electronic forms
- Website consult questionnaire
- User experience survey

In each document intended to collect personal data, the User previously has access to information regarding the processing operations that will be carried out with the information provided in a clear and accessible manner.

Rights of the interested parties regarding their personal data



Anyone has the right to obtain confirmation on whether ANF AC is treating their personal data.

Interested persons have the right to:

- Request access to their personal data.
- Request its rectification
- Request its elimination
- Request limitation of its treatment
- Oppose the treatment
- Request the portability of the data

Interested parties may **access** their personal data, as well as request the **rectification** of inaccurate data or, where appropriate, request its **deletion** when, among other reasons, the data is no longer necessary for the purposes that were collected. In certain circumstances, interested parties may request **limitation**, opposition to the processing and **portability** of their data. It is reported that the exercise of any right may hinder the legal basis on which the treatment is based, where appropriate, the appropriate legal measures will be adopted. In case of doubt, our Data Protection Delegate will gladly attend to the questions that it considers appropriate to raise.

Interested parties will also have the right to effective judicial protection and submit a claim to the supervisory authority, in this case, the Spanish Data Protection Agency, if they consider that the processing of personal data that concerns them violates the Regulation.

In case of security incidents that may affect the interested parties whose data we keep, ANF AC is committed to inform and advise them adequately.

To exercise any of these rights you can go to:

- In person at the offices of ANF AC in Gran Vía de les Corts Catalanes, 996, 4 2, 08018 Barcelona (Spain). Monday - Friday 9: 00h-14: 00h and from 15: 00h to 18: 00h.
- In writing to the Data Protection Officer, by post addressed to ANF Autoridad de Certificación, ANF AC, to the attention of the Data Protection Officer, Gran Vía de les Corts Catalanes, 996,



4 2, 08018 Barcelona (Spain)

- In writing to the Data Protection Officer of ANF AC, to its email address delegadoprotecciondatos@anf.es
- By telephone at the ANF AC service department 902 902 172. Monday - Friday 9: 00h-14: 00h and from 15: 00h to 18: 00h.
- Through the web form, hosted on the site <https://anf.es/es/rights>
- You can also file a claim with the Spanish Agency for Data Protection (www.agpd.es) if you understand that you have not obtained satisfaction in the exercise of your rights.

Keep in mind that ANF AC has the obligation to request your identification according to the means by which you exercise your rights:

- Electronic means of communication, you can attach a copy of the national identity document or legal equivalent, or electronic personal credential (electronic certificate of ANF AC or login and password used in your registration for data collection).
- Means of physical communication (written), must attach a photocopy of the national identity document or legal equivalent.
- Personal visit, must show national identity document or legal equivalent.
- Telephone call, you must answer the questions that are asked by our operator, and follow their instructions. In this case, it is noticed that the telephone call is recorded and the origin number registered.

Obligations of the User and Intellectual Property



ANF AC owns all the intellectual and industrial property rights of its Website. The User agrees to respect these rights. The use of this Website by the User is exclusively for personal and private use.

The User is obliged to use the contents and services of this Website according to the intended uses and in accordance with current legislation. It will refrain from trying to access restricted areas for which it is not authorized and in no case will brute force attempts in the use of passwords.

Any practice of reverse engineering, hacker or cracker is prohibited. ANF AC has active prevention measures to detect this type of crime, which will be brought to the attention of the competent authority.

Purpose of the treatment

ANF AC, as responsible for the treatment, will inform the users in a clear and explicit way about the purpose of the treatment prior to the collection of information. In general, the data collected by this Web service can only have one or some of the following purposes.

1. Enable contact with users:
 - Contact form. The name, e-Mail, subject and content of the message is requested.
 - Accreditation form as Official Dispatch of ANF AC. The denomination of the entity or professional is requested, NIF / VAT Number, e-Mail, telephone number, commercial activity and comment
2. Resolution of incidents. The name, e-Mail and telephone number of the user and the description of the incident are requested in the incident form.
3. Improve the quality of the service. The query questionnaire Website requests country of residence, name, e-Mail and comment.
4. Creation of a user account, when the service requires it.
5. Send notifications to inform about the products and services of ANF AC. The interested party can



object at any time to receive this type of communications through the links you will find in each email.

6. Prevent abuses and frauds in the use of ANF AC services (for example, fraudulent activities, denial of service attacks, sending spam, among others).
7. Other purposes:
 - To guarantee compliance with the terms and conditions and the applicable law. This may include the development of tools and algorithms that help this website ensure the confidentiality of personal data collected.
 - To support and improve the services offered by this website.
 - Other non-identifying data are also collected, which are obtained through some cookies that are downloaded to the user's computer when browsing this website, which are detailed in the cookies section of this privacy policy.
 - Execution of a contract.

Recipients

In accordance with the provisions of current legislation on data protection, ANF AC is responsible for the treatment.

As a matter of principle, ANF AC does not sell or assign to third parties the personal data obtained on this website, notwithstanding the foregoing, ANF AC can provide the User's personal data, in the following cases:

- Public Administration Bodies, AEPD, ENAC and, where appropriate, Courts and Tribunals for the fulfillment of obligations required in accordance with current legislation.
- Third-party companies and service providers as soon as their intervention is necessary for the provision of services to which ANF AC has committed to provide to the interested party and who act in the capacity of those in charge of processing in accordance with the instructions issued by ANF AC. being relationships contractually formalized.
- In addition, for an adequate treatment of personal data the personal data of the users can be treated



in the scope of the companies of the group ANF AC.

The personal data of the interested parties will not be transmitted to third countries.

Legitimation for the processing of personal data

Prior to the collection of information ANF AC, as the person responsible for the treatment, informs the users in a clear and explicit way about the legal basis that legitimizes the treatment.

Special data category

Specially protected data categories are not processed.

Privacy by default

In the Website of ANF AC only the minimum necessary data for the completion of the treatment are collected and, whenever possible, prior to the data collection ANF AC will inform about the duration of the treatment, in any case the duration will be strictly necessary to fulfill the purpose of the treatment.

Data security and secrecy

ANF AC undertakes to adequately protect the personal data collected, guaranteeing its confidentiality, integrity and availability. Only authorized personnel can access the information, which is stored using the technical resources necessary to avoid its alteration, loss, or unauthorized treatment.

ANF AC has different technical policies and a continuity and disaster recovery plan that guarantees the highest standards of information security.



ANF AC periodically undergoes internal audits and reviews of independent auditors against international standards of the highest prestige. ANF AC has certifications in accordance with ISO 9001, ISO 27001 and eIDAS regulations for trust services.

ANF AC uses certified cryptographic equipment in ISO 15408 Common Criteria EAL 4+, and its trusted servants are hosted in ISO 27001 certified CPD.

Changes in the Privacy Policy and its publication

ANF AC reserves the right to modify this policy to adapt it to new legislation, jurisprudence, or to adapt it to changes made to the Website. Such updates of this Privacy Policy will not alter in any way the choices made regarding the way in which ANF AC may use your personal information. It is recommended to review this Privacy Policy periodically. Please note that if you decide to continue using this page after updating this Privacy Policy, it means that you will accept the new terms.

ANF AC has granted this Privacy Policy an univocal OID, performs a versioning control, and determines the entry into force of the policy by reviewing the date under the "Last update" concept.

ANF AC provides public access to the current version and the history of documents published on the Website www.anf.es.

Commercial e-Mails

ANF AC does not carry out indiscriminate commercial campaigns using e-Mail addresses that



have been contributed by users for other purposes.

ANF AC has mailing lists in which users can register to be informed periodically of legislative developments, and new products and services of ANF AC. The registered user can unsubscribe online when he considers it appropriate, even by clicking on the link "UNSUBSCRIBE" in the emails he receives from ANF AC.

In accordance with the provisions of Law 34/2002 on Services of the Information Society and electronic commerce, ANF AC undertakes not to send communications of a commercial nature without properly identifying them.

Doubts or queries about this policy or your rights

If you have any questions or comments about this privacy policy, or any concerns about the way in which you have managed any personal information that you have provided me, you can contact by email to delegadoprotecciondatos@anf.es, or by telephone to the Data Protection Officer in the number 902 902 172.

Public Forums, social networks and Live Chat

Some parts of our website offer the possibility of publishing information, which includes, but is not limited to, information about you. Keep in mind that the information displayed in public is public. For example, you may be allowed to post information in which you personally identify yourself.



If you use a public forum of ANF AC or the Live Chat service of ANF AC, you must take into account that other users will be able to see the shared information. Other people may read, collect or use personal information sent to these forums to send you unwanted messages. ANF AC is not responsible for the personal information published in these forums.

Consult the terms of use in Legal Notice to see other terms related to the ANF AC forums.

ANF AC does not participate in social networks.

Links of ANF AC to other pages and advertising

This website may display advertisements and / or links to third parties. ANF AC is not responsible for the privacy practices or the content of those web pages. For more information, see the privacy policy of these companies.

Surveys

On certain occasions, ANF AC may offer online surveys to users of the site. Participation in these surveys is voluntary.

ANF AC may use this information to contact the participant if necessary, or in accordance with the premises stipulated in the information provided before the data is collected. ANF AC may publish the results of these surveys, although it will not attribute any particular response to users without their permission.

Online services

This Website offers optional online services that require additional security measures that require



subscribing to protect the information that users provide in order to access them. These additional security measures may vary depending on the type of service to be used.

During the registration process in said services, the user will be informed of the specific security measures used. Consult this information to obtain more details in the registration of the corresponding page.

In some cases, you may need to register to perform a certain activity to access a restricted area or to use a particular service. In these cases, you may be required to register, if you do not have a recognized electronic certificate, you may be able to choose an identifier (login) and a personal password, with these credentials in addition to be able to access these areas, you can exercise your rights and process claims.

ANF AC reminds you to protect your personal login and password. ANF AC does not store, nor does it have the opportunity to do so since we are not notified at any time of your personal password, the validation of your credentials is done using a cryptographic algorithm of digestion (hash). It falls under your exclusive responsibility any action contrary to the security rules in particular, if you allow other people to access your account, give up the use of your signature device, or report your personal password. ANF AC rejects any responsibility or obligation caused by its decision to breach the required safety standards.

Accept / Reject

Normally, when you send your personal data through this website you accept the receipt of communications. However, you can change your mind at any time, if you wish to delete your information from the registration database of the website and do not want to receive further communications in the future or use our services, you can do so in the ways described below:

1. In the Personal Profile section of your Profile. On this page you can change the previous selections, decide if you do not want to receive more communications or delete your registration.
2. Some services may contain a section called Administration, from which you can change the previous selections related to that service.
3. You can send an email to:

webmaster@anf.es



This email must be signed electronically in order to guarantee its authenticity.

Even if you decide not to receive information or cancel your account, ANF AC reserves the right to maintain the information provided above to address possible liabilities arising from the relationship maintained, in order to contact you regarding administrative matters related to the use of this Website, or by hiring services or products made.

Correct / Update information

Users are offered the following options to update their data:

1. The Personal Profile section of your Profile allows registered users to change or modify the information provided.
2. Some services may contain a section called Administration from which you can also update your data.
3. In order to obtain assistance to use the above options, you can also send an email to:

webmaster@anf.es

Keep in mind that ANF AC as the responsible for the treatment has to ensure the accuracy of the data, therefore, in response to a request for a change of information, it may require supporting documentation to confirm the veracity of the changes.

Contact with the Website

If you have any questions about this Privacy Policy, the practices of this page or your personal use, you can contact the Webmaster by the following email address:

webmaster@anf.es

Jurisdiction

ANF AC and the User submit themselves to the Courts and Tribunals of the city of Barcelona.

