

# Cookie Policy

## The protection of your privacy is one of our main objectives

Arka Service S.r.l. with registered office in Turin, Corso Matteotti 42 (hereinafter "Arka Service srl") is constantly committed to protect the online privacy of its users. This document will allow you to know our policy on cookies to understand how your personal information is handled by them when you browse our website or use the services offered on our website and to allow you, if necessary, to give consent to the processing of your personal data expressed and aware in the sections of the site where it is required to provide personal data. We remind you that in the various sections of the websites Arka Service srl (hereinafter "Website") in which we collect your personal data, specific information is published pursuant to art. 13 of EU Regulation 2016/679 (hereafter: "Regulation") for its necessary inspection before the provision of the requested data. According to the rules of the Regulations, the treatments carried out by Arka Service srl will be based on the principles of lawfulness, correctness, transparency, limitation of the purposes and of the conservation, minimization of data, accuracy, integrity and confidentiality.

## Data Controller and Data Protection Officer

The Owner of the processing carried out through the Website is Arka Service srl as specified above. The owner's structure has a data protection officer (DPO).

The DPO is available for information concerning the processing of personal data of Arka Service srl, including the list of data processors.

You can contact the DPO by writing to: [responsabileprotezionedati@arka-service.it](mailto:responsabileprotezionedati@arka-service.it)

## Cookies: Definitions, characteristics and application of the legislation

Cookies are small text files that the sites visited by the user send and record on his computer or mobile device, to be then re-transmitted to the same sites at the next visit. Thanks to cookies, a website remembers the user's actions and preferences (such as login data, the chosen language, font size, other display settings, etc.) so that they do not have to be set again when the user returns to visit said site or browse from one page to another. Cookies, therefore, are used to perform computer authentication, monitoring sessions and storing information regarding the activities of users accessing a site and may also contain a unique identification code that allows you to track the user's navigation inside of the site itself for statistical or advertising purposes. By their nature cookies do not identify the user, but if associated with other information they can recognize and identify it. There are various types of cookies, depending on their characteristics and functions, and these can remain in the user's computer or mobile device for different periods of time, in which case they will have:

- s.c. session cookies, which are automatically deleted when the browser is closed;
- s.c. persistent cookies, which remain on the user's equipment until a pre-established expiry date.

According to current legislation, for the use of cookies it is not always required an express consent of the user. In particular, "technical cookies", i.e. those used for the sole purpose of transmitting a communication over an electronic communications network, guarantee the security of information or to the extent strictly necessary to provide a service explicitly requested by user. In other words, these are cookies that are essential for the operation of the site or necessary to perform activities requested by the user.

Among technical cookies, which do not require an express consent for their use, they can mention:

- navigation or session cookies (for example, those that allow you to authenticate and access a restricted area by switching from one page to another of a site without having to re-enter credentials),
- functionality cookies, which allow the user to navigate according to a series of selected criteria (for example, the language, the products selected for purchase) to improve the service provided.

The user can disable these cookies, but similar disabling does not guarantee the correct operation of the site and would result in a more complicated browsing experience.

Furthermore, cookies are subdivided into first-party cookies and third-party cookies in relation to the subject who installed cookies on the site. First party cookies are installed directly by the site manager; while third-party cookies are stored on the user's device that transits on the site, by a different subject than the site manager. Other types of cookies are analytical, marketing and profiling. These cookies can be used to receive aggregate and statistical data relating to visits to the site, but also to create user-related profiles often used by the third party who usually manages them, in order to send advertising messages in line with the preferences expressed from the same user in the context of surfing the net, for their installation on the user's device is required his prior consent.

Our site uses the following cookies, for some of which the user can decide the application:

- **Technical cookies** - navigation or session and strictly necessary for the operation of the Site or to allow the user to take advantage of the contents and services requested by them, these cookies are not considered invasive and for them the express consent to use is not required;
- **Functionality cookies**, that is used to activate specific functions of the Site and a series of selected criteria (for example, the language, the products selected for purchase) in order to improve the service rendered, these cookies are not considered invasive and for they do not require the express consent to use, in any case, the user can disable them through the specific functions made available by the browser used;
- **Analytical cookies**, which allow us to understand how the site is used by users. With these cookies we do not collect information about the user's identity or any personal data. The information is treated in aggregate and anonymous form, however the third part, in detail Google Analytics that provides us with the statistical analysis service of visits to the site, which manages these categories of cookies we use, could associate the information obtained through these cookies and those obtained by browsing the user's network to get a profile on the habits of the same and send the user advertising in line with his preferences. The data generated by Google Analytics are processed and stored by Google Inc. as specified in the information available at the following link: <https://support.google.com/analytics/answer/6004245?hl=en>
- **Analytical cookies** potentially used by the third party for profiling These are cookies that, if associated with other information, can identify the behavior on the user's network to send him advertising appropriate to his preferences. We do not use profiling cookies, nor do we use analytical cookies for profiling purposes, however, considering that they are installed by third parties, such third parties may use these cookies, even when the user visits our website as therein, to customize their advertisements based on the user's network behavior. These cookies are installed by subjects other than Arka Service and the use of the same requires the user's consent; in the absence of which they will not be installed.

In detail, on our website the user can meet the following cookies:

NAME OF THE COOKIE	FUNCTION	FIRST/THIRD PART	TIME OF PERMANENCE ON USER DEVICE
icl_current_language	Functional technical cookie that allows to manage multilingual translations within the site	Arka Service	24 hours
_ga	Analytical cookie is used to distinguish unique users by assigning a randomly generated number as a user identifier. It is included in every request to open a page on a website and is used to calculate visitor data, sessions, the permanence of a visitor on a web page, provides aggregate data	Google Analytics	By default, it is set to expire after 2 years
_gat	Website performance technical cookie managed by Google; it is used to limit the speed of the request on the site, limiting the collection of data when the traffic on the site is high.	Google Analytics	Session. Expires 10 minutes after exiting the browser
_gid	Statistical cookie is used to allow us to understand how users interact with our content, such as the number of pages visited and the time spent on them, generating statistical and aggregate information on the use of the website without providing personal information on individual visitors.	Google Analytics	24 hours

### Links to third-party websites

On our site there are also links to third-party sites (e.g. the icons linked to our social pages), in this regard, we note that these links do not contain cookies, however, we recommend the user to view of the privacy policies and cookie policies of these social networks that regulate the collection and processing of the information they collect, as our information and policies, do not extend to them, therefore, any responsibility for the processing of personal data collected and treated by such third parties can be imputed to us.

- **Google:** <https://policies.google.com/technologies/cookies?hl=en>
- **Twitter:** <https://help.twitter.com/en/rules-and-policies/twitter-cookies>
- **LinkedIn:** [https://www.linkedin.com/legal/cookie\\_policy](https://www.linkedin.com/legal/cookie_policy)
- **Facebook:** <https://www.facebook.com/help/cookies>

ARKA SERVICE s.r.l.

Sede legale: C.so Matteotti, 42 – 10121 TORINO

Sede Amministrativa: Corso Torino, 91 int. C - 10090 BUTTIGLIERA ALTA (TO)

Sede operativa: Corso Torino, 91 int. E/F - 10090 BUTTIGLIERA ALTA (TO)

Sede operativa: Viale Edison, 621 - 20099 SESTO SAN GIOVANNI (MI)

Tel: +39 011-9329700 - Fax: +39 011-9329703



P.IVA e Codice Fiscale: 09939380011

Iscrizione CCIAA Torino R.E.A. n. 1092697

Registro Imprese Torino: 09939380011

Capitale sociale euro 1.500.000,00 interamente versato

Mail: [info@arka-service.it](mailto:info@arka-service.it) - Web: [www.arka-service.it](http://www.arka-service.it)

## How to manage / disable analytical cookies

The user who decides not to give consent to the use of analytical cookies can follow the following instructions: To disable cookies from Google Analytics, you can install the opt-out component provided by Google on your browser. To disable the action of Google Analytics, please refer the user to the following link:

<https://tools.google.com/dlpage/gaoptout?hl=en>

Information on Google's cookie policy can be found on the following web page:

<https://policies.google.com/technologies/types?hl=en>

## How to manage / disable cookies from browsers

Each browser has its own procedures for managing settings related to cookies and website data. You can get more information about and disable cookies from the browser used by visiting the following web pages:

- **Chrome:** <https://support.google.com/chrome/answer/95647>
- **Firefox:** <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> and <https://support.mozilla.org/en-US/kb/disable-third-party-cookies>
- **Internet Explorer:** <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>
- **Opera:** <https://help.opera.com/en/latest/web-preferences/#cookies>
- **Safari:** <https://support.apple.com/safari>

Information on cookies in general and on how to disable them based on a specific version of the browser used by the user are described on the following link: <https://www.aboutcookies.org/>

More information on how we process the data of users who visit our website can be acquired by consulting our Privacy Notice at the [following link](#) or by contacting us at [info@arka-service.it](mailto:info@arka-service.it)

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Iscrizione CCIAA Torino R.E.A. n. 1092697

Registro Imprese Torino: 09939380011

Capitale sociale euro 1.500.000,00 interamente versato

Mail: [info@arka-service.it](mailto:info@arka-service.it) - Web: [www.arka-service.it](http://www.arka-service.it)