

WhatsApp Usage Policy

By accepting this WhatsApp Usage Policy (the "Policy"), the User accepts to use WhatsApp as an additional communication channel with **"COORDINADORA INTEGRAL ÓPTICA DE SERVICIOS AGRUPADOS, S.L." (CIOSA)**, hereinafter the **CIONE GROUP**.

Likewise, the User undertakes to observe this policy and the terms and conditions in force for using WhatsApp.

The User may use WhatsApp to send questions, enquiries or claims in relation to the products and services offered by the **CIONE GROUP**. However, no orders or requests for credit submitted by the User via WhatsApp shall be processed.

In any case, Users must keep in mind that they can contact employees of the **CIONE GROUP** by calling them, sending an email or via the partner portal, i.e., use of WhatsApp is not mandatory.

This is a complementary communication channel. Therefore, the **CIONE GROUP** reserves the right to close it at any time (in general terms), or to reject individual Users from using the channel in the event of misuse or inappropriate use (i.e., any form of use that is not aimed at matters related to the company's products or services, flooding with too many messages, etc.).

Moreover, the **CIONE GROUP's** employees who are responsible for communicating with Users via WhatsApp, will do so using the WhatsApp Business version. Therefore, use of WhatsApp Messenger is strictly prohibited.

Finally, and in compliance with Regulation (EU) 2016/679 of the European Parliament and Council, of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, Organic Law 3/2018, of 5 December, on the protection of personal data and guarantees of digital rights, and all other applicable regulations on the protection of personal data, the **CIONE GROUP**:

- The User will be asked to provide their consent to using WhatsApp as the communication channel, among others.
- It shall inform other Users about the identity of the data processor, the purpose of processing, the legal basis for processing, the recipients of the data (in this case, the **CIONE GROUP** and WhatsApp), the associated rights, the contact details of the data protection officer and a link to the privacy policy of **CIONE GROUP**. This information will be communicated to Users in the first message of the conversation.
- The Group will guarantee the confidentiality of their personal data on WhatsApp at all times.
- It shall implement the necessary security measures for all data sent and stored, in particular, those related to custody of the mobile phones used during these communications and on which the personal data of Users are stored.
- It will analyse the risks associated with using WhatsApp to determine the risks to Users' personal data and thus establish the security measures required to mitigate them.
- It will provide a response to any enquiry related to rights of access, rectification, erasure, restriction or objection for all data processed when using WhatsApp to communicate with Users.