PRIVACY AND DATA PROTECTION

Privacy notice

Updated on 19 October 2026

Information under Article 13 of Regulation (EU) 2016/679 (GDPR). This notice covers browsing www.altorciotrattoria.it and enquiries or reservation requests sent to the Trattoria's contact details.

Data controller

TRATTORIA AL TORCIO S.N.C. di Crivellaro Devis & C.

Piazzale Giorgio Zattarin 40, località Zovon
35030 Vo' (PD), Italy
VAT no.: 02323370284

PEC (certified email): trattoriaaltorcio@pec.it
Telephone: +39 049 994 1160

01 The data we process

Browsing data: IP address, date and time of the request, resource accessed, response status, browser and technical device information. These data are transmitted when connecting and may be recorded by the systems that deliver and protect the website.

Data you provide directly: name, contact details, message content and information needed to handle an enquiry or reservation, received by certified email, telephone or WhatsApp. The website has no registration forms, member areas or online payments.

02 Providing information is your choice

Technical data essential to the connection are necessary to access the website. Sending enquiries is optional; without the necessary contact details and information, we may be unable to reply or arrange the requested service. Do not send health data, identity documents or other sensitive information that is unnecessary for your request.

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Purposes and retention.

03 Enquiries and reservations

Purpose and legal basis. Replying, checking availability and managing the requested service: steps taken at your request before entering into a contract and performance of a contract, Article 6(1)(b) GDPR. For general, non-contractual correspondence: our legitimate interest in managing relations with people who contact us, Article 6(1)(f).

Retention. For the time needed to reply, close the enquiry and provide the service, including relevant follow-up questions. Data no longer needed are deleted, subject to the obligations or legal protection needs described below.

04 Website operation and security

Purpose and legal basis. Delivering pages, diagnosing errors, preventing misuse and handling incidents: our legitimate interest in system availability and security, Article 6(1)(f) GDPR.

Retention. The criterion is the time needed for technical checks or resolution of the issue. Logs relevant to an incident may be kept until the investigation is complete; other technical data are deleted or anonymised when they have served their purpose.

05 Legal obligations and protection of rights

Purpose and legal basis. Administrative and tax duties and requests from authorities: compliance with a legal obligation, Article 6(1)(c) GDPR. Establishing, exercising or defending a legal claim: legitimate interest, Article 6(1)(f).

Retention. Accounting documents, where produced, follow statutory periods: generally ten years from the last entry under Article 2220 of the Italian Civil Code. Documents needed for a dispute are kept for its duration and within the applicable limitation periods. These periods do not apply indiscriminately to all messages.

06 No commercial profiling

The website does not use browsing data for personalised advertising and does not make decisions based solely on automated processing that produce legal or similarly significant effects on individuals.

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Cookies and external services.

07 Cookies and other storage

The website's functions, including menus, galleries and language selection, do not set cookies or save preferences in the browser. There are no profiling systems, advertising pixels or behavioural analytics services. Images, fonts and scripts are served by the website itself.

Any strictly technical tools needed to transmit a communication or provide a requested service do not require consent under Article 122 of Italian Legislative Decree 196/2003. The relevant framework is the Italian Data Protection Authority's decision of 8 May 2014, supplemented by its Guidelines of 10 June 2021. Browser settings allow you to control or delete cookies stored on your device.

08 Links and external services

Google Maps, WhatsApp, Facebook, TripAdvisor and other linked websites open only when you choose to follow their links. The map does not load automatically. When you access these services, the provider may receive technical data and, if you send a message, the information you choose to communicate.

Processing carried out by these providers for their own purposes is governed by their respective privacy notices, available on their websites. You do not need to use WhatsApp or a social network to contact us: Certified email (PEC) and telephone are also available.

09 Recipients and protection of your data

Data are accessible to authorised people handling enquiries and, where necessary, to hosting, email, IT support and administrative or legal service providers. Those processing data on our behalf are bound by instructions and, where required, an agreement under Article 28 GDPR. Authorities and other recipients may receive data when required by law. Enquiry data are not published.

We apply technical and organisational measures proportionate to the risk, restricting access to authorised people and using data consistently with the stated purposes. Processing may take place electronically and, where necessary, on paper.

10 Transfers outside the European Economic Area

Any transfers within processing for which we are responsible are subject to Chapter V GDPR, using adequacy decisions or appropriate safeguards, such as standard contractual clauses, where necessary. You can request information about recipients and copies of applicable safeguards using the controller's contact details. External services chosen by users describe their own transfers in their privacy notices.

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Your rights.

11 Access, correction, erasure and other rights

In the cases and subject to the conditions set out in Articles 15-22 GDPR, you may obtain confirmation of processing and access your data, correct inaccurate or incomplete data, and request erasure or restriction of processing.

You may object, on grounds relating to your particular situation, to processing based on legitimate interests. Portability applies to data you provide that are processed by automated means on the basis of consent or a contract. Where processing is based on consent, you may withdraw it at any time without affecting the lawfulness of processing already carried out.

12 How to exercise your rights

Write to the certified email address trattoriaaltorcio@pec.it, or to the controller's postal address. State your request and provide information that helps identify the relevant interaction. Proportionate additional information may be requested to verify your identity if necessary.

We respond without undue delay and normally within one month. This period may be extended by a further two months in the cases allowed by the GDPR; we will inform you of the reasons within the first month. Exercising your rights is normally free of charge, subject to the exceptions for manifestly unfounded or excessive requests.

13 Complaints and judicial remedies

If you believe processing does not comply with data protection law, you may lodge a complaint with the Italian Data Protection Authority, www.garanteprivacy.it, or a competent supervisory authority, particularly in the place of your habitual residence, work or the alleged infringement. Your right to seek a judicial remedy remains unaffected.

14 Scope and updates

This notice covers the website and contacts described here. Any further processing requires the specific information prescribed by law. Updates relating to services or applicable rules are published through the website's privacy links, with the relevant date.

Legal references and useful information

Regulation (EU) 2016/679 - GDPR

Cookies: Italian Authority Guidelines, 10 June 2021

How to exercise your rights