

Terms and conditions of use

General conditions

Relations between Galenia Biotecnologie S.r.l. - 20149 Milan (hereinafter referred to as Galenia) - and the customer are governed by the available version of the General Terms and Conditions of the Contract (hereinafter TGCC) on the current website when ordering. Other conditions, other than those specified in the TGCC, are not recognized and are explicitly rejected here. Alternative customer conditions are valid only if expressly recognized by Galenia Biotecnologie S.r.l. in writing.

Conclusion of the Contract

The Sales contract is concluded with the shipment of our Order Confirmation, the shipment of goods or the acceptance of payment. Galenia reserves the right to reject an order from any customer.

Right of withdrawal

The right of withdrawal is regulated according to the law if the customer-consumer (ie a person who buys the goods for purposes not related to their professional job, or does not make the purchase by indicating in the order form a reference VAT number) has the right to withdraw from the purchase contract for any reason. To exercise this right, the customer must send a communication to Galenia Biotecnologie S.r.l., Strada del Casas 6/3 10090 Rosta (Turin) within 10 working days from the date of delivery of the goods. This communication must be sent with REGISTERED MAIL with a return receipt addressed to: Galenia Biotecnologie S.r.l., Strada del Casas 6/3 10090 Rosta (Turin) Italy.

Note: Customers who purchase with VAT number cannot exercise the right of withdrawal.

The return of any item will be accepted, provided it is intact and in the original packaging, reimbursing the entire amount excluding shipping costs that remain charged to the customer (as required by the law on the matter). After expressing the intention to exercise the right of withdrawal, the product must be sent to Galenia Biotecnologie S.r.l. Strada del Casas 6/3, 10090 Rosta (Turin). After the integrity of the product has been verified, the refund will be made by crediting the credit card or Paypal account, or by bank transfer. The shipping costs remain in any case by the customer.

Effects of Withdrawal

In case of actual withdrawal, the goods received must be returned. If the goods have been partially consumed or the package is damaged, the refund will take into account the actual amount returned or the actual condition of the returned goods. Obviously this does not apply to the damage of the packaging deriving from the normal use of the product or from the simple inspection of the product (as it could be in a shop). The goods must be sent packaged appropriately, the seller does not assume the risk of this shipment. The costs of shipping are taken care of by the sender unless the value of the returned goods exceeds the value of 40 euros, or if different agreements have been made to replace the product with another product of higher value.

Payments

The total price shown on the order confirmation is invoiced and payable at the time of ordering. If payment is made by credit card, the data entered is processed immediately. Authorization by the issuer of the credit card will give consent to the charge contextual to the order. Claims must be received in writing and calls for payment are not allowed. Our payments are managed on the PayPal circuit.

Terms of delivery

Shipments are made through the postal service or other. The products are shipped to the shipping address indicated by the customer in the order. The shipment of the products takes place after the payments have been regularly credited to us. The delivery terms indicated by Galenia on the order are indicative and may be changed due to unforeseeable events not depending on the will of Galenia. Galenia will apply the maximum effort to meet the requests and needs of customers and where the terms of delivery are exceeded, the customer will have no reason to cancel orders or request refunds.

Website

All information and published contents - such as illustrations, drawings, diagrams - on the site www.galeniaskinicare.com are owned and registered by Galenia Biotecnologie S.r.l. . Galenia Biotecnologie S.r.l. reserves the rights. No use deriving from use or copy or download or otherwise is granted. The entire structure of the site is subject to copyright with particular reference to the diagrams and databases. The use of any part of the site is subject to permission to be requested in writing to Galenia Biotecnologie S.r.l. .

Use of the Website

The use of the site is subject to the following conditions: The links to the website are expressly permitted provided they are clearly recognizable as an offer of THIS website. Please inform Galenia Biotecnologie S.r.l. of any link to the website so that Galenia Biotecnologie S.r.l. can warn you if the site is renovated. Galenia Biotecnologie S.r.l. reserves the right to take appropriate legal action to protect rights and copyright. The use of the website does not imply any contractual relationship between the users of the site and Galenia Biotecnologie S.r.l. .

Link to other homepages

The website can refer to other websites through the insertion of links. Licensee assumes no responsibility or warranty for these homepages and their contents. It is therefore expressly reiterated that Galenia Biotecnologie S.r.l. has no influence on the contents of linked pages referable to other home pages.

Limitation of liability

The use of the site is at your total risk. In case of dissatisfaction in relation to any content of the site, please do not use it. Galenia Biotecnologie S.r.l. cannot be held liable to third parties or you for any direct or indirect or accidental damage, likewise for lost profits. Such limitations or exclusions of liability for damages, may not be permitted by applicable legislation, in such cases, the exclusions may be excluded.

Jurisdiction

The disputes that may arise regarding the interpretation or execution of the conditions here expressed will be the responsibility of the Court of Turin (Italy).

Turin, 15/05/2018

PRIVACY POLICY

General Data Protection Regulation (GDPR - General Data Protection Regulation) n. 679/2016

This page is intended to inform users of this site about the management in regards to the processing of personal data, as required by art. 13 and 14 of the European Regulation n.679 / 2016 - General Data Protection Regulation.

This informative report respects and complies fully with the Recommendation no. 2/2001 that the European authorities for the protection of personal data, gathered in the Group established by art. 29 of the directive n. 95/46 / EC, adopted on 17 May 2001 to identify some minimum requirements for the collection of personal data online and, in particular, the methods, timing and nature of the information that the data controllers must provide to users when these people link to web pages, regardless of the purpose of the connection.

By consulting this site, data relating to identified or identifiable persons may be processed.

It is specified that the consent mechanisms will be evident, brief and easily understandable; if the original conditions for which consent was requested were to be changed, for example if the purpose of data processing changed, further consent will be required pursuant to European Regulation no. 679/2016.

It is also specified that all the collected consents will be the subject of documentation kept separate from any other corporate document.

Contact information

Your personal data will not be disclosed and you are granted the exercise of the rights referred to in Articles. 11-20 of the European Regulation n. 679/2016 writing to: Galenia Biotecnologie S.r.l., Strada Del Casas 6/3 10090 Rosta (TO) (operational headquarters) or to info@galenia.it.

Data Controller and Data Protection Officer

Galenia Biotecnologie S.r.l. - Operational office: Strada Del Casas 6/3, 10090 Rosta (TO); info@galenia.it

Types of collected data

Among the personal data collected from this site, independently or through third parties, there are: cookies, usage data, name, surname, telephone number, shipping address, tax code if entered for the issue of tax receipts and e-mail address / certified mail.

Other personal data collected may be indicated in other sections of this privacy policy or through informative texts displayed simultaneously with the collection of the data.

Personal data may be entered voluntarily by the user, or collected automatically during the use of this site.

Any use of cookies - or other tracking tools - by this application or third party service providers used by this site, unless otherwise specified, has the purpose of identifying the user and recording the related preferences for purposes strictly linked to the provision of the service requested by the user.

Failure to provide personal data by the user could prevent the site from providing its services. The user assumes the responsibility of the personal data of third parties published on the site and guarantees to have the right to communicate or disseminate them, freeing the owner from any liability towards third parties.

Method of treatment

The owner processes the personal data of users by adopting appropriate security measures to prevent unauthorized access, disclosure, modification or destruction of personal data.

Processing is carried out using IT and / or telematic tools, with organizational methods and with logic strictly related to the purposes indicated. In addition to the owner, in some cases, one may have access to the data categories of employees involved in the organization of the site (administrative, commercial, marketing, legal, system administrators) or external subjects (as suppliers of third-party technical services, postal couriers, hosting providers, IT companies, communication agencies) also appointed, if necessary, person responsible for the processing by the owner. The updated list of managers can always be requested from the data controller.

Place of data processing

The processing connected to the web services of this site take place at the aforementioned location and at the site of the site service provider and are only handled by company personnel, or by persons in charge of occasional maintenance operations. For more information, contact the owner.

Times

The data is processed for the time necessary to perform the service requested by the user or required by the purposes described in this document and the user can always ask for the interruption of the treatment or the deletion of data by contacting the data controller.

Purposes of processing the collected data

The personal data provided by users who request dispatch of informative material (requests for information, etc.) are used only to perform the service or provision requested and are communicated to third parties only if this purpose is necessary.

Your data will be processed with IT / telematic tools to provide the following services:

1. sending of newsletters as well as for the elaboration of statistical and market studies and research;
2. sending editorial content;
3. participation in events;
4. sending news or commercial initiatives;
5. sending tax documents.

The use of your data will be done in a manner suitable to ensure the security and confidentiality of the data and will be expressly indicated at the time of registration to the service.

We also inform you that the data you provide will not be transmitted or disclosed to third parties, private or public, except in aggregate and anonymous form or in case of provision of the Judicial Authority, except in the cases listed above and subject to consent.

The data controller is Galenia Biotecnologie S.r.l., operating office Strada del Casas 6/3 - 10090 Rosta (TO), Italy.

The detailed list of the persons in charge of the processing will be provided by the same mentioned above following your expressed request to info@galenia.it.

Further information on the processing of data by external parties

COOKIES POLICY

Galenia Biotecnologie S.r.l. (hereinafter, "We" or the "Company") takes your privacy and the protection of your personal data very seriously.

We would like to inform you that on this website (www.galenia.it) (hereinafter, the "Website"), that cookies is used. This information is therefore intended to explain what cookies are, how they are used on the site and how you can consciously make decisions for their management. The information is also provided pursuant to the - **General Data Protection Regulation n. 679/2016** to illustrate how and for what purpose we process personal data concerning you and that we can obtain through the use of our cookies on the Website.

1. What are cookies?

Cookies are text lines of small dimensions that the sites visited by the user send to his terminal (usually to the browser), where they are stored before being re-transmitted to the same sites at the next visit of the same user. The cookies used on this site can be distinguished on the basis of the following criteria:

a) based on who manages them:

(i) original cookies or first-party cookies: these are cookies installed directly by the company through the website;

(ii) third-party cookies: these are cookies installed through the site by third parties in respect to the company;

b) based on the time they remain active:

(i) cookies' session: these cookies store the necessary information during the browsing session and are deleted immediately after the session expires, ie. when the browser is closed;

(ii) persistent cookies: these are stored on your hard disk and the site reads them each time you have a new visit. A persistent cookie has a determined expiration date. The cookies will stop working after this date.

c) based on the purposes:

Cookies are used for various purposes. For example, we use them to store your preferences, to make the ads you view more relevant, to count the number of visitors we receive on a page and to help you sign up for our services and to protect your data.

On the basis of the various functions performed by them, the cookies used on the site can be distinguished in:

- Technical cookies
- Analytics cookies
- Profiling cookies

2. What are technical cookies and how do they work?

Technical cookies are those that we use for the sole purpose of allowing you to visit the site and be able to use it. They can further be divided into:

- cookies navigation: this guarantees the normal navigation and use of the site, allowing, for example, to make a purchase or authenticate to access restricted areas. These are normally cookies' session, which are automatically deleted when the browser is closed;

- cookies functionality: these allow you to browse according to a series of selected criteria (for example, the language or country of origin) in order to improve the service rendered on the site. These are persistent cookies, which remain on your computer in use, also after the closing of the navigation browser until the expiration date set for each cookie (typically from two months to two years) or until you have deleted them.

Technical cookies are not used for other purposes and are installed directly by the company.

As required by current legislation on privacy, for the installation of these cookies, your prior consent is not required. Naturally, you are free to block the installation of technical cookies in the manner indicated in the following paragraph 5.

PLEASE NOTE: Please consider that, by blocking the installation of technical cookies, or subsequently eliminating them, the ability to access the site, to use all or a part of it, to enable or disable certain functions or to receive certain services, it could be completely or partially compromised.

3. What are monitoring cookies or "analytics" and how do they work?

Analytics' cookies are used on the site to collect statistical information, in aggregate form or not, on the number of users who access the site and how they visit the site.

The analytics cookies of this site are not installed directly by the company, but by third parties, who act as independent data controllers.

As required by the current legislation on privacy, for the installation of third-party analytics' cookies, your prior consent is required. For this reason, when you access the site, a special banner is displayed, informing you that (i) third-party analytics' cookies are used on the site and that (ii) closing the banner, scrolling to home page or clicking any element of the home page outside the banner, you are consenting to the use of cookies. Should you express your consent to the installation of cookies in this way, we will keep track of your consent through a special technical cookie. In this way, we will avoid displaying the cookies banner during your following visits to the site. Please consider that, if you should delete this technical cookie from your browser in the manner described in paragraph 5 below, letter (A), the trace of your consent will be lost and, therefore, during the course of your subsequent visit to the site, the cookie banner will be displayed again.

Naturally, you are free to block the installation of analytics' cookies at any time, without the possibility of visiting the site and using its contents in any way compromised.

4. What are profiling cookies and how do they work?

Profiling cookies are used to create your own user profile, based on the preferences and tastes expressed by you when browsing the internet, and to display advertising messages consistent with your profile. In this way the advertising messages that you will see on our website will be more interesting for you.

As required by current legislation on privacy, for the installation of these cookies your prior consent is required. For this reason, when you access the site, a special banner is displayed, which informs you that (i) profiling cookies are used on this site and that (ii) closing the banner, scrolling the home page or clicking any element of the home page outside the banner, you are consenting to the use of cookies. Should you express your consent to the installation of cookies in this way, we will keep track of your consent through a special technical cookie. In this way, we will avoid displaying the banner on cookies during your following visits to the site. Please consider that, if you should delete this technical cookie from your browser in the manner described in paragraph 5 below, letter (A), the trace of your consent will be lost and, therefore, during the course of your subsequent visit to the site, the cookie banner will be displayed again.

Naturally, you are free to block the installation of profiling cookies at any time, without the possibility of visiting the site and enjoying its contents in any way compromised. If you decide to deactivate behavioral advertising, it does not mean that you will no longer receive advertisements on the site. However, the banners you see on the site may not reflect your interests or preferences on the browser you are currently using.

All profiling cookies are installed by third parties, acting as independent data controllers (third-party cookies).

Below is a list of third-party cookies usually used on this site:

All profiling cookies are installed by third parties, acting as independent data controllers (third-party cookies).

Google Analytics: [click here](#)

Google Maps: [click here](#)

Twitter: [click here](#)

Facebook: [click here](#)

Google +: [click here](#)

You Tube: [click here](#)

Jivo Site: [click here](#)

JW Site: [click here](#)

5. How can I manage cookies?

There are several options to manage, disable and delete cookies:

(A) Through the browser settings

Consult the user manual of the browser you use to find out how to manage, disable or delete cookies. We have indicated below how to find the instructions provided by the manufacturers of the most popular browsers:

- Explorer: <https://support.microsoft.com/en-us/kb/196955/it>
- Chrome: <https://support.google.com/chrome/answer/95647?hl=it>
- Firefox: <https://support.mozilla.org/it/kb/Attivare%20e%20disattivare%20i%20cookie>
- Safari: <https://support.apple.com/kb/PH17191?locale=it> IT
- Opera: <http://help.opera.com/Windows/10.00/it/cookies.html>

By changing the settings of your browser, you can manage, disable and delete all types of cookies (technical, analytics and profiling).

PLEASE NOTE: by indiscriminately blocking the reception of all cookies, including technical cookies, without providing a specific exception to the site, you may no longer be able to browse the website or use all or a part of its functionality. In addition, by deleting all cookies from the browser, technical cookies may also be removed and, therefore, you may remove the preferences you have set previously using the site or not find products or services included in your cart.

(B) With the methods provided by third parties

To disable third-party cookies, consult the privacy information of third parties who install analytics' cookies (see the previous paragraph 3) or profiling cookies (see the previous paragraph 4) to know what other tools are at your disposal to manage, disable and delete cookies, and more generally to oppose their use. Remember that, by disabling third-party cookies, (i) you oppose their use, not only on the site, but on all internet sites on which these cookies are used and (ii) disabling and (ii) the possibility to browse on the site and using its features will not be affected in any way.

(C) Through the website www.youronlinechoices.eu/it/

Your Online Choices is an internet site run by the European Interactive Digital Advertising Alliance (EDAA) non-profit association, whose Italian version can be found at www.youronlinechoices.eu/it/, which provides information on behavioral advertising based on profiling cookies (<http://www.youronlinechoices.com/it/a-proposito>) and allows internet users to easily oppose (opt-out) the installation of the main profiling cookies installed by advertising operators and used on internet sites (<http://www.youronlinechoices.com/it/le-tue-scelte>). Before using this tool, we advise you to read carefully the general conditions of service of the site Your Online Choices

(<http://www.youronlinechoices.com/it/condizioni-general-di-servizio>), the frequently asked questions (FAQ)

(<http://www.youronlinechoices.com/it/faqs>) and the user guide (<http://www.youronlinechoices.com/it/help>).

PLEASE NOTE: Although Your Online Choices brings together many of the world's leading advertising companies that use cookies, some of the third parties that install cookies through the site may not have joined Your Online Choices. Therefore, the use of Your Online Choices does not guarantee that you will receive third-party cookies by browsing the

site. Also remember, that by deleting all cookies from your browser, even technical cookies issued by Your Online Choices to remember your choices could be deleted, making third-party cookies active again.

Payments

PayPal (Paypal)

PayPal is a payment service provided by PayPal Inc., which allows the user to make payments online.

Personal Data collected: various types of data as specified in the privacy policy of the service.

Privacy Policy

PayPal Carrier Payments (Paypal)

PayPal Carrier Payments is a payment service provided by PayPal, Inc., which allows the user to make payments online using his mobile operator.

Personal Data collected: telephone number and various types of data as specified in the privacy policy of the service.

Place of processing: Consult the Paypal privacy policy - [Privacy Policy](#)

PayPal Payments Hub (Paypal)

PayPal Payments Hub is a payment service provided by PayPal Inc.

Personal Data collected: various types of data as specified in the privacy policy of the service.

Place of processing: Consult the Paypal privacy policy - [Privacy Policy](#)

More information on treatment

Defense in court

The user's personal data may be used for the defense by the owner in court or in the preparatory stages leading to its eventual establishment, by abuses in the use of the same or related services by the user.

The user declares to be aware that the Data Controller may be required to disclose the data at the request of the public authorities.

Complaint to the competent authority

Complaint can be filed in relation to the treatment to the competent authority: Garante sulla Protezione dei Dati personale, Piazza di Monte Citorio n. 121, 00186 ROMA, Fax: (+39) 06.69677.3785, Telephone switchboard: (+39) 06.696771, E-mail: garante@gpdp.it

Specific information

At the request of the user, in addition to the information contained in this privacy policy, the site may provide the user with additional and contextual information regarding specific services, or the collection and processing of Personal Data.

System logs and maintenance

For needs related to operation and maintenance, the site and any third party services used by it may collect system logs, which are files that record the interactions and may also contain personal data, such as the IP address of the user.

Information not contained in this policy

More information in relation to the processing of Personal Data may be requested at any time to the Data Controller using the contact information.

Exercise of rights by users

The subjects to whom the Personal Data refer to have the right, at any time, to obtain confirmation of the existence or otherwise of the same with the Data Controller, to know its content and origin, to verify its accuracy or request its integration, the cancellation, updating, correction, transformation into anonymous form or blocking of Personal Data processed in violation of the law, as well as to oppose in any case, for legitimate reasons, to their processing.

Requests should be sent to the Data Controller by e-mail to info@galenia.it.

Changes to this privacy policy

The Data Controller reserves the right to make changes to this privacy policy at any time by giving notice to users on this page. Therefore, please consult this page often, referring to the date of the last modification indicated at the bottom. In case of non-acceptance of the changes made to this privacy policy, the user is required to cease using this application and may then request the Data Controller to remove his Personal Data. Unless otherwise specified, the previous privacy policy will continue to apply to Personal Data collected until then.

Information on this privacy policy

The Data Controller is responsible for this privacy policy.

Last modification: 16/05/2018

