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Introduction

Welcome to the data protection policy applying to the online services provided by the Joint Force Command Naples (JFCNP) in respect to Morale and Welfare Activities (MWA) delivered through its website www.mwanaples.org.

JFCNP, including the JFCNP MWA, is committed to protecting your personal data. This data protection policy will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) and provide you information about your rights.

JFCNP is a subsidiary separate legal entity which sits under Allied Command Operations (ACO), both bodies are International Organizations vested with the immunities and privileges under the Protocol on the Status of International Military Headquarters set up pursuant to the North Atlantic Treaty (Paris, 1952). As such, JFCNP and ACO are not subject to EU law, or specific host nation laws, concerning personal data protection regulations. The activities conducted on our website does not fall under the scope of application of the 2016 EU General Data Protection Regulations (GDPR).

The JFCNP policy on data protection derives from ACO Directive 015-026, ACO Data Protection Policy, and will be supplemented by JFCNP Data Protection Policy Directive 015-026 after its final adoption. ACO is determined to ensure the protection of personal data and has raised its standards to meet the highest international ones. ACO and JFCNP will protect the fundamental rights of individuals (data subjects) to the maximum extent within means and capabilities and without harming its NATO mission.

This data protection policy is provided in a layered format so you can click through to the specific areas set out below. [Alternatively, you can download a pdf version of the policy here: [\[LINK\]](#).] Please also use the Glossary to understand the meaning of some of the terms used in this privacy policy.

1. [\[IMPORTANT INFORMATION AND WHO WE ARE\]](#)

2. [\[THE DATA WE COLLECT ABOUT YOU\]](#)

3. [\[HOW IS YOUR PERSONAL DATA COLLECTED?\]](#)

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1. Important information and who we are

Purpose of this data protection policy

This data protection policy aims to give you information on how JFCNP, through the JFCNP MWA, and ACO collect and process your personal data through your use of this website, including any data you may provide through this website when you sign into our Entitled Recipients Area.

This website is not intended for children and we do not knowingly collect children's personal data.

It is important to understand this data protection policy is aligned with ACO Directive 015-026 and with JFCNP Directive 015-026, currently under approval. According to this, JFCNP MWA is committed to comply with all fair processing measures to be applied when collecting or processing your personal data, so that you can be informed or request more information on how and why we are using your data. This policy supplements other notices and regulations and is not intended to override them.

Controller

ACO is the sole controller and responsible for your personal data, collectively referred to as "ACO", "we", "us" or "our" in this policy. More specifically, according to ACO Directive 015-026, the controller is the SHAPE Chief of Staff (COS) or any person designated by the COS.

Data Managers and Data Processor

In line with the procedure established under JFCNP Directive 015-026, we have appointed an Office Data Manager (ODM) who is responsible for processing your personal data internally to our division and for overseeing questions in relation to data protection at a first level. If you have any questions about this policy, including any requests to exercise your rights, please contact the ODM using the details set out below.

Additionally, we have contracted 3d0 S.r.l. as Data Processor for the personal data we collect, in order to guarantee the implementation of all appropriate safeguards and technical measures to protect your data and your rights as data subject.

Contact details

If you have any questions about this policy or about our data protection practices, please contact our ODM in the following ways:

Full name of legal entity: JFCNP

Email address: [DETAILS]

Postal address: [DETAILS]

[Telephone number: [DETAILS]]

Changes to the data protection policy and your duty to inform us of changes

We keep our data protection policy under regular review. This version was last updated on [DATE]. Historic versions can be obtained by contacting us.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

2. The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be directly or indirectly identified.

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data** includes your username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses.
- **Usage Data** includes information about how you use our website, products and services.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data as this data will **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this policy.

We do not collect any **Special Categories of Personal Data** about you, meaning that we do not collect nor process details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data. Nor do we collect any information about criminal convictions and offences.

We do not collect any **Marketing and Communication Data**, meaning those data that could be used to track your preferences and elaborate your profile as a customer.

If you fail to provide personal data

Where we need to collect personal data to comply with our regulations and policies, by law, or under the terms of a contract you are entering with us, and you fail to provide that data when requested, we may not be able to enter the contract and therefore to provide you with goods or services requested or grant you access to the Entitled Recipients area of our website. In this case, we may have to cancel a product or service you have ordered with us, or cancel your access to the Entitled Recipients area, but we will notify you if this is the case at the time.

3. How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact and other personal Data required by filling in forms or by corresponding with us by post, phone, email, in person or otherwise. This includes personal data you provide when you:
 - apply for our products or services;
 - create an account for use on our website;
 - subscribe to our service or publications;
 - give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies [server logs] and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please see our cookie policy [LINK] for further details.
- **Third parties or publicly available sources.** We will only receive data about you from third parties and public sources as set out below:
 - a) Technical and Transaction Data from providers of technical, payment and delivery services, limited to the Identity of the user, the total amount and the identification number of the order.

4. How we use your personal data

We will only use your personal data in accordance with ACO Directive 015-026 and with NATO and JFCNP related policies. Most commonly, we will use your personal data in the following circumstances:

- To check your entitlement to access the Entitled Recipients Area of our website and to give you access to the same.
- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal, regulation or policy obligation.

Click here [LINK TO GLOSSARY, LAWFUL BASIS] to find out more about the types of lawful basis that we will rely on to process your personal data.

Generally, we do not solely rely on consent as a legal basis for processing your personal data. However we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by sending an email to xxxxxxxx.

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal basis we rely on to do so. We have also identified which are our related legitimate interests where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest	Retention period
To register you as a new customer	(a) Identity (b) Contact (c) Entitlement	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation to ensure only Entitled Recipients are able to access the Entitled Recipient area of the website	6 months after the deactivation of the account.
To process and deliver your order including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us	(a) Identity (b) Contact (c) Transaction	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)	10 years from the collection of this data for these purposes.
To manage our users/customer service with you which will include: (a) Notifying you about changes to our terms or data protection policy (b) Inform you about the status of your order (including approval of payments, delivery details and updates).	(a) Identity (b) Contact	(a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)	6 months from the collection of this data.
To administer and protect our business and this website (including	(a) Identity (b) Contact (c) Technical	(a) Necessary for our legitimate interests (for running our business, provision of	1 year starting from the moment of collection of this data.

troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)		administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation	
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1. Marketing

We advertise our activities only through means of generic marketing, therefore we do not collect or use your personal data to provide you targeted offers based on your preferences. We do not share your personal data with third parties for marketing purposes.

2. Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. As we only use technical cookies, please note that, if you disable or refuse some or all of them, some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see [LINK TO YOUR COOKIE POLICY].]

3. Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. Transfers

We share your personal data within the server company 3d0 S.r.l.

As this will involve transferring your data outside ACO, according to ACO Directive 015-026, we ensure your personal data is protected by a specific Transfer Agreement and requiring 3d0 S.r.l to follow the same standards when processing your personal data. These rules are called "binding corporate rules".

A transfer agreement has been signed in order to respect your personal data, to ensure its security and to treat it in accordance with the law which applies to them. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We will transfer to 3d0 solely the following personal data, as established under the above mentioned transfer agreement:

- Name and surname.
- Date of birth.
- Last 5 digits of the number of AMIS Card (used by MWA customers only for the first access to the Web App).
- AMIS card expiration date.
- Users email address.

Additional personal data transferred shall be subject to a new transfer agreement. If such circumstance applies, we will promptly notify you with all due information.

Whenever we transfer your personal data out of ACO and to other third parties, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data. For further details, see *[insert link]*.

Where we use certain service providers, we will regulate the sharing of your personal data, if any, via Transfer Agreements and through specific contracts approved for use outside ACO which give personal data the same protection it has within ACO. For further details, see *[insert link]*.

Please contact us at XXXXXXXX if you want further information on the specific mechanism used by us when transferring your personal data out of ACO.

7. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those properly identified employees, agents, contractors and other third parties who have a business need to know and related duties as data processors. They will only process your personal data on our instructions and they are subject to a contractual duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and the ACO Data Controller of a breach where we are required to do so.

8. Data retention

How long will you use my personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

Details of retention periods for different aspects of your personal data are set out above in table [see the paragraph 'Purposes for which we will use your personal data'].

In any case, in accordance with ACO regulations and international law, we have to keep basic information about our customers (including Contact, Identity and Transaction Data) after they cease being customers for tax purposes for the retention period set forth in the table at paragraph 4.

In some circumstances you can ask us to delete your data: see your legal rights below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes (so called 'aggregated data' as per definition in clause 2 of this policy), in which case we may use this information indefinitely without further notice to you.

9. Your legal rights

According to ACO Directive 015-026, you are entitled of the following rights in relation to your personal data. Please click on the links below to find out more about these rights:

- Request information concerning the processing of your personal data [[link](#)].
- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

If you wish to exercise any of the rights set out above, please contact us.

No fee required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. Glossary

LAWFUL BASIS

Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law, regulation or policy). You can obtain further information about how we

assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.

Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.

Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to, according to ACO Directive 015-026 and to related NATO and JFCNP policies.

THIRD PARTIES

External Third Parties 3d0 S.r.l. will act as Data Processor for JFCNP.

Service providers Server Company 3d0 S.r.l., based in Italy, who provides creation, implementation, testing and maintenance of JFCNP MWA Web App.

Professional advisers [acting as processors or joint controllers] including lawyers, bankers, auditors and insurers based in [SPECIFIC COUNTRIES] who provide [consultancy, banking, legal, insurance and accounting services].

HM Revenue & Customs, regulators and other authorities [acting as processors or joint controllers] based [in the United Kingdom] [who require reporting of processing activities in certain circumstances].

[DETAILS OF ANY OTHER THIRD PARTIES, FOR EXAMPLE, MARKET RESEARCHERS, FRAUD PREVENTION AGENCIES, PRICE COMPARISON SITES AND SO ON.]

YOUR RIGHTS

You have the right to:

- **Request information** regarding the collection and processing of your personal data in written form and in a concise, transparent, easily accessible manner.
- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are processing it in accordance with ACO Directive 015-026.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information contrary to ACO Directive 015-026 or where we are required to erase your personal data to comply with either the directive or related policies. Note, however, that we may not always be able to comply with your request of erasure for specific legal, security, operational or other reasons which will be notified to you, if applicable, at the time of your request.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

- **Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
 1. If you want us to establish the data's accuracy.
 2. Where our use of the data is contrary to ACO Directive 015-026 but you do not want us to erase it.
 3. Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
 4. You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal data to you or to a third party (so-called Right to Data Portability). We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the fairness or lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.