

GENERAL PRIVACY POLICY

1. Introduction

This General Privacy Policy (the “Policy”) explains how Joyería TOUS, S.A., part of the TOUS Group (“TOUS”), with registered address at Carretera de Vic - El Guix Km 3 · 08243 Manresa, Barcelona, processes personal information collected through forms and services on TOUS websites. Personal information will be processed for the purposes described below and, where applicable, in specific privacy notices.

2. Scope

This Policy applies to online services that link to it and to all features, content and services owned, controlled or made available by TOUS through them (collectively, the “Site”). It does not apply to third-party websites. TOUS does not control third-party privacy practices and is not responsible for their content.

3. Personal information we collect

3.1. Information you provide

TOUS may collect:

- **Identification data:** name, signature, tax identification number, place and date of birth, nationality, photograph and age.
- **Contact data:** postal address, email and telephone number.
- **Physical characteristics:** including measurements required to manufacture products.
- **Financial data:** bank account, payment-card and other necessary financial information.
- **Identity-provider data:** where Google or Apple login is used, email address, first and last name, unique account identifier and profile photograph, if you have authorised their disclosure. TOUS will not access information that you have not expressly authorised.

3.2. Source of data and Social Login

You may register or log in to your TOUS account using third-party authentication services, such as Google or Apple. TOUS will receive only the data you have authorised them to share during authentication and in accordance with your account privacy settings.

If you already have a TOUS account and later use third-party authentication, TOUS may associate information received from the identity provider with the existing account where there is a reasonable match, for example through the associated email address. Linking prevents duplicate accounts and provides a unified user experience.

3.3. Information collected automatically

TOUS may automatically collect:

- service-use data, including pages visited, emails and advertisements viewed, purchases and browsing activity;

- device and configuration data, including browser, operating system, Internet provider, language settings, IP address, MAC address, advertising identifier and other identifiers;
- precise location where authorised or approximate location inferred from an IP address, city or ZIP code.

TOUS may use log files, cookies, pixels or web beacons, device-fingerprinting technologies and location-identifying technologies. Further information is available in the applicable Cookie Policy.

4. Purposes of processing

TOUS processes personal information to:

- a) Address queries and requests and contact you.
- b) Improve websites, services, products and content.
- c) Provide access to restricted areas.
- d) Manage registration in the TOUS database and Site, including access through third-party authentication services (Social Login).
- e) Enable purchases and reservations.
- f) Send transactional purchase communications.
- g) Conduct statistical studies and maintain accurate information.
- h) Manage billing and accounting and comply with tax and legal obligations.
- i) Process product warranties.
- j) Send marketing, offers, promotions and other commercial information.
- k) Facilitate participation in prize draws, competitions, surveys and promotions.
- l) Collect and process CVs and recruitment information, communicate with candidates and conduct notified assessments.
- m) Where available, facilitate communications to a friend where the sender confirms that the recipient has authorised the communication.

5. Commercial communications

Where authorised, TOUS may send information about products, personalised services, competitions, prize draws, events and corporate activities. Consent may be withdrawn through the link in each communication or by contacting dataprotection@tous.com.

6. Automated decisions, profiling, analytics and interest-based advertising

TOUS may use automated means for order-status communications and, where permitted, to personalise products or content based on browsing, cookies, other Tracking Technologies or MY TOUS participation.

Third-party analytics providers, including Google Analytics, may analyse Site use. Advertising providers may use Tracking Technologies to associate devices and provide relevant advertisements or content. Matched advertising may involve services such as Facebook or Google, subject to the relevant provider's privacy controls.

7. Sharing information

TOUS may share information with service providers, affiliates, business partners, third parties necessary to facilitate requests or advertising functionality, parties to corporate transactions, public authorities where legally required and other recipients where you have been informed and consented.

TOUS may share aggregated or de-identified information where permitted by law.

8. Retention

TOUS retains information while useful and necessary for the relevant purposes and for periods required by legal obligations, legal claims and competent-authority requests. Information will subsequently be erased, destroyed or de-identified.

9. Privacy rights and complaints

Depending on applicable law, you may have rights to request access, correction, deletion, restriction or portability and to object to certain processing or withdraw consent.

Requests may be submitted to dataprotection@tous.com or by post to Carretera de Vic, El Guix 3, 08243 Manresa (Spain). The Data Protection Officer may be contacted at dpo@tous.com.

For federal consumer privacy or consumer-protection concerns, you may submit a report to the **US Federal Trade Commission (FTC)**.

10. Tracking Technology choices

Most browsers accept cookies by default. You may reject or delete them through browser settings. Preferences must be managed separately for each browser or device.

Browser "Do Not Track" signals may not be interpreted uniformly. Disabling certain Tracking Technologies may affect Site functionality. Google provides an opt-out browser add-on for Google Analytics.

Certain advertising providers participate in the Digital Advertising Alliance ("DAA") or Network Advertising Initiative ("NAI") programmes. Their tools may allow you to manage interest-based advertising preferences for the relevant browser or device. Opting out does not necessarily prevent all advertising or content personalisation.

11. California privacy notice

For purposes of this section, “personal information” has the meaning assigned under applicable California privacy law and does not include properly de-identified or aggregated information.

Notice at collection

The categories of information collected and disclosed are described in Sections 3, 4 and 7. TOUS uses personal information to operate, assess and improve the Site and provide the products and services described in this Policy.

California rights

Subject to applicable law and exceptions, California residents may have the right to:

- request disclosure of categories and specific pieces of personal information collected;
- request information about sources, purposes and categories of recipients;
- request correction or deletion;
- obtain a portable copy where applicable;
- opt out of the sale or sharing of personal information or the use of sensitive personal information where applicable;
- receive equal service and not be discriminated against for exercising privacy rights.

TOUS states that it does not sell personal information. Requests may be submitted to dataprotection@tous.com. TOUS may take reasonable steps to verify the requester’s identity and authority. An authorised agent may submit a request where permitted by applicable law and subject to appropriate verification.

California’s “Shine the Light” law may allow California customers to request certain information about disclosure to third parties or affiliates for their own direct-marketing purposes. Requests should state “California Privacy Rights Request” and include sufficient contact information to respond.

12. Children

The Site is intended for a general audience and is not directed to children under 13. TOUS does not knowingly collect children’s personal information in a manner prohibited by the Children’s Online Privacy Protection Act (“COPPA”). A parent or guardian who believes that information has been collected contrary to COPPA may contact TOUS using the details below.

13. Confidentiality and security

TOUS implements appropriate and reasonable measures to prevent loss, misuse, alteration, unauthorised access and theft and periodically reviews those measures. However, Internet transmission is not completely secure and absolute security cannot be guaranteed.

14. Social networks

TOUS maintains profiles on social networks. Unless TOUS collects information directly, information is governed by the relevant network's privacy practices. You should review its terms and configure privacy preferences.

15. International transfers

TOUS may transfer personal information to Group companies or service providers in other countries where necessary. It applies contractual, organisational and technical safeguards appropriate to the applicable legal framework.

16. Contact TOUS

(i) Email: dataprotection@tous.com.

(ii) Website contact forms.

(iii) Post: Carretera de Vic, El Guix 3, 08243 Manresa (Spain).

(iv) Data Protection Officer: dpo@tous.com.

Operational note: the source document contained uncompleted placeholders for a California toll-free telephone number and the detailed verification procedure. Those details have not been invented and should be completed following internal operational confirmation.