

Complaints/Refunds form

Customer details (All fields are compulsory. Please write in capital letters)

First Name		Last name		Date of birth	
Place of birth		Tax Number*			
Address		Street/Square		N°	Postcode
Phone		E-mail			
*Foreign customers without an Italian Tax Number		Nationality			Sex

Journey details

Ticket/Travel Pass/PNR n°:	Card n°:	Expiry:	Holder ID:
Departure station:		Arrival station:	
Scheduled departure time	Time:	Date:	
Actual departure time (if different from the scheduled time)	Time:	Date:	
Scheduled arrival time	Time:	Date:	
Actual arrival time (if different from the scheduled time)	Time:	Date:	

Travel document:

Ticket

Travel Pass

Additional fee

(Please tick the relevant items)

Complaints:

- Ticket sales method
- Travel and booking information systems
- Information before and during the journey
- Bicycle transport
- Information about delays and cancellations
- Assistance in the case of delays and cancellations
- Alternative transport or refund in the case of cancellation, departure delay or missed connection
- Delays, missed connections and cancellations

- Fines
- Difficulty in filing the complaint
- Rights of people with disabilities and reduced mobility
- Advanced payments in the case of passenger death or injury/Minimum insurance
- Failure to take measures for the personal safety of passengers
- Passenger rights information
- Quality of the service
- Derogatory or restrictive clauses in the transport contract
- Crowding
- Missed Connection

Refunds:

- Monthly Bonus
- Ticket/recharge receipt not issued by self-service machine
- Journey not taken
- Purchase error
- No change given (indicate Station, Selfservice machine number, date and time)
- Strike
- Passenger illness
- Journey taken in lower class
- Fare adjustment
- Charge error
- Cancellation
- Other: (Fill the "Request Description" Field)

Compensation for delays Train n° _____

Origin: _____

Destination: _____

Journey date: _____

Request Description: _____

Reimbursement Method:

Refund to Card

Bank transfer (indicate IBAN)

Cash at the ticket office of: _____

IBAN																			
------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Account holder: _____

BIC/SWIFT: _____

SIGNATURE OF PERSON SUBMITTING THE REQUEST: _____

Place: _____

Date: _____



Request receipt

Procedure n°: _____

date submitted _____



CONSENT FOR PROCESSING PERSONAL DAT

In accordance with article 6.1 a) of Regulation (EU) 2016/679 ('GDPR'), I, _____, declare that I am aware of the Privacy policy statement and I freely give my consent for my personal details to be processed by Trenord S.r.l. (the Data Controller) for the purposes of:

- 1) Customer profiling, also digitally, for the sale of Trenord tickets and travel packages, for making complaints and queries;

YES NO

- 2) Customer profiling, also through digital means, according to consumer behaviours and habits, in order to improve the services provided, meet their specific requirements and redirect relevant commercial offers;

YES NO

- 3) Information, promotion and commercial communication regarding products and services, as well as for customer satisfaction surveys on those that you have already received and for market research, also through automated means (e.g. telephone calls, SMS, MMS, fax, email and web applications);

YES NO

- 4) Information, promotion and commercial communication regarding products and service through automated means (e.g. telephone calls, SMS, MMS, fax, email and web applications) by third parties;

YES NO

In accordance with article 9.2 a) of the GDPR, I, _____, declare that I am aware of the Privacy Policy statement and I freely give my consent for my personal details to be processed for the purpose of concluding and executing the agreement with the Data Controller. It is reiterated that in the absence of consent, it will not be possible to fulfil the contractual obligations undertaken.

YES NO

(Place and date)

(Legible signature of the interested party)

PRIVACY POLICY STATEMENT (PURSUANT TO ART. 13 EU REGULATION 2016/679)

The current regulation for personal data processing defined in accordance with the provisions contained in the EU Regulation 2016/679 of 27 April 2016 regarding the protection of individuals and the processing of their personal data, as well as the free circulation of such data (General data protection regulation, hereafter "EU Privacy Regulation"), contains provisions to guarantee that personal data processing is carried out in compliance with individuals' basic rights and freedoms, with particular regard to the right to the protection of their personal data.

1. Purposes of data processing and legal basis

Personal data is processed for the following purposes:

- 1) IO VIAGGIO card request and purchase;
- 2) Io Viaggio in Famiglia card request and purchase;
- 3) online pass purchase;
- 4) rail ticket purchase with Customer profiling;
- 5) online billing service;
- 6) ticket office billing service;
- 7) processing of complaints submitted in paper form;
- 8) processing of online complaints;
- 9) management of travel irregularities;
- 10) management of defence papers;
- 11) receiving newsletters;
- 12) marketing activities;
- 13) processing of reimbursements;
- 14) settlement of disputes;
- 15) online queries;
- 16) support procedures management (via email or telephone);
- 17) lost property management;
- 18) CartaBlu requests;
- 19) annual passes;
- 20) card request and purchase;
- 21) group travel bookings management;
- 22) management of reduced mobility travel assistance.

Personal data processing for promotional/commercial purposes: personal data can also be used for the purposes of Customer profiling, product and service information and promotion, as well as customer satisfaction surveys about products and services you have already received and market research. In such cases, the processing of your personal data shall be based exclusively on your free and specific consent. Your consent can be withdrawn at any time without compromising the lawfulness of the processing carried out before withdrawal.

All the data referred to in the following point 2 will be saved for:

- 10 years for data (ordinary and sensitive) collected for the purposes of: processing reimbursements; management of travel irregularities; management of defence papers; settlement of disputes; group travel booking management; management of reduced mobility travel assistance; processing of complaints submitted in paper form;
- 5 years for data (ordinary and sensitive) collected for the purposes of: card request and purchase; request and purchase of Io Viaggio cards; request and purchase of Io viaggio in Famiglia cards; online travel pass purchase; rail ticket purchase with Customer profiling; online billing service; ticket office billing service; processing of online complaints; receiving newsletters; marketing activities; online queries; support procedures management (via mail or telephone); lost property management;
- 6 years for data (ordinary and sensitive) collected for the purposes of: Carta Blu requests;
- 18 months for data (ordinary and sensitive) collected for the purposes of: annual travel passes;

The possible processing of sensitive data by the Data Controller is based on the requirements pursuant to art. 9.2 a) of the GDPR.

2. Types of personal data processed

Within the limits of the purposes mentioned above, the Data Controller will process the following types of personal data:

- ordinary personal data; residency; domicile; behaviour in the use of the rail service; bank details;
- personal data belonging to the special categories pursuant to art. 9 of the GDPR (sensitive data) and consisting in photographs; medical data; criminal records; temporary geolocalisation.

3. Data processing

For the purposes of transparency and in compliance with the principles set forth in art. 12 of the GDPR, note that "personal data processing" is understood as any operation or group of operations, carried out with or without the help of automation and applied to personal data or sets of personal data, such as the collection, registration, organisation, structuring, conservation, adaptation or modification, extraction, consultation, use, communication by transmission, diffusion or any other form, collation or interconnection, limitation, cancellation or destruction.

The processing of personal data may be carried out with or without the help of electronic or automated means and will include, within the limits and conditions set forth by the GDPR, communication to the entities referred to in the subsequent point 6.

4. Data processing methods

The personal data subject to processing are:

- a. processed lawfully and correctly by parties authorised to fulfil the same, parties constantly identified, properly instructed and informed about the restrictions imposed by the GDPR;
- b. collected and registered for specific, explicit and legitimate purposes, and used in other processing operations compatible with such purposes;
- c. accurate and, if required, updated;
- d. relevant, complete and exceeding the purposes for which they have been collected or subsequently processed;
- e. conserved in a form that allows the interested party to be identified for a period of time no longer than that necessary for the purposes for which the data have been collected and subsequently processed;
- f. processed with the support of paper or electronic means and with the use of security measures to guarantee the confidentiality of the interested party and to avoid undue access by third parties or by non-authorized personnel.

5. Nature of the data supply

The supply of certain personal data is necessary. In the case of failure to supply the requested personal data or in the case of opposition to the processing of the personal data supplied, it may not be possible to proceed with the request and/or processing of the requested service and/or management of the relative agreement.

With your express consent, the personal data you have provided may be used to carry out marketing activities, namely to perform automated activities for profiling and analysis of consumer habits and choices such as, and not limited to, frequency, reason, methods of use; failure to consent to data processing and contact information for the indicated purposes does not however impede the contract from coming into effect.

As provided for by the Italian Data Protection Authority, consent granted for the performance of marketing activities using automated contact methods (for example SMS, MMS, fax, telephony, emails, web applications) also covers traditional contact methods (post or operator telephone calls). Likewise, opposition to the performance of marketing activities using automated contact methods also covers traditional contact methods. This, notwithstanding your power to

grant consent or exercise your right to opposition in relation to just one of the two marketing activity methods.

6. Communicating the data and the transfer of data abroad

The personal data collected are handled by personnel who require knowledge of the data in order to fulfil their roles and by external parties who may act as co-data controllers or as data processors depending on the case.

The Data controller also reserves the right to transfer the personal data to another country based on the decisions of the European Commission or on the guarantees provided by current laws.

The data will not be diffused.

7. Rights of the interested party

In accordance with articles 15-20 of the GDPR, you may exercise specific rights, including the right to obtain access to your personal data in an intelligible form, and to correct, update or delete the same. You will also have the right to have the Company restrict the processing of the data or you may even oppose the same for legitimate reasons. If you believe that the processing of your data violates the GDPR, you have the right to make a complaint to the Italian Data Protection Authority pursuant to art. 77 of the GDPR.

8. Data Controller and Data Protection Officer (DPO).

The data controller, pursuant to art. 4.1.7 of the GDPR is Trenord S.r.l., with registered office in Piazzale Cadorna no. 14, 20123 Milan.

The Data Protection Officer (also "DPO") is Yari Mori, Attorney. To exercise your rights according to the GDPR and referred to in point 6 of this privacy statement, you may contact the DPO. All requests for information regarding the identification of the data processors acting on behalf of the Data Controller must be made to the same.

The DPO can be contacted at Trenord's registered office indicated above by post or by e-mail at the following address: privacy@trenord.it

The full list of Data processors and the categories of persons in charge of the processing is available on request.