COMPLAINTS/REFUNDS FORM

Customer Master Data - All fields are mandatory (please write in capital letters):

Name		Surname		Date of birth	
Municipality of birth		Tax code *			
Legal residence (road/square)		N°		Municipality	
				Postal code	
Mobile phone		E-mail			
*Foreign customers without tax code		Nationality		Sex	

Trip deta

Ticket/season ticket/PNR no.:		Cardn°:		Expiration		Holder ID	
Departure station:		Arrival station:					
Scheduled departure time		Time:		Date			
Actual departure time (if not coinciding with the scheduled time)		Time:		Date			
Scheduled departure time		Time:		Date			
Actual departure time (if not coinciding with the scheduled time)		Time:		Date			

Travel document

Type: ☐ Ticket ☐ Season ticket ☐ Supplement

Reason for complaint / refund. Please place a check mark next to the relevant entry:

Complaints:

- ☐ Ticket sales procedure
- ☐ Travel information and reservation systems Information before and during the trip Bicycle transport
- ☐ Information in case of service cancellation or delay
- ☐ Assistance in case of service cancellation or delay
- ☐ Alternative transportation or refund in case of cancelled services, delayed departures or missed connections
- ☐ Delays, missed connections and cancellations
- ☐ Sanctions
- ☐ Difficulty submitting the complaint
- ☐ Rights of persons with disabilities and reduced mobility
- ☐ Advance payments in the event of death or injury of passenger/Minimum insurance coverage
- ☐ Failure to adopt measures for the personal safety of passengers
- ☐ Information on passenger rights Quality of service
- ☐ Exceptional or restrictive clauses in the transport contract
- ☐ Overcrowding
- ☐ Missed connection

Refunds:

- ☐ Travel document/self-service top-up receipt not issued
- ☐ Trip cancellation Wrong purchase
- ☐ Change not given (indicate station, self-service machine number, date and time)
- ☐ Strike
- ☐ Traveller unwell
- ☐ Lower class travel
- ☐ Fare adjustment
- ☐ Incorrect charge
- ☐ Cancellation
- ☐ Other: (specify in the description field)

☐ **Delay compensation for TICKETS** Train no.: _____ Origin _____ Destination _____ Travel date: _____

☐ **Delay compensation for SEASON TICKETS** Year of validity: _____ Month of validity: _____ Main route: _____

Description of request: _____

_____

_____

Refund procedure: ☐ **Credit back to card** ☐ **Bank transfer (indicate IBAN)** ☐ **Cash at** _____ **ticket office**

IBAN

IBAN holder _____ BIC/SWIFT _____

Signature of the person submitting the request: _____ Place _____ Date _____

File no. _____ Submission data _____

Stamp

Trenord s.r.l.
Piazzale Cadorna, 14 - 20123 Milano - Italia
Tel. +39 02.85111 - PEC: trenord@pec.trenord.it

Codice Fiscale / P.IVA 06705490966
Capitale Sociale Euro 76.120.000 i.v.
C.C.I.A.A. Milano / R.E.A. 1909555

CONSENT TO THE PROCESSING OF PERSONAL DATA

The undersigned, _____, pursuant to Article 6.1 letter a) of Regulation (EU) 2016/679 (hereinafter referred to as the "**GDPR**") hereby declares that they have read the Privacy Policy and freely express their consent to the processing of their personal data by Trenord S.r.l. (the Data Controller) for the purposes of:

1) Customer profiling, including through electronic processing, for the sale of Trenord tickets and travel offers, as well as services related to the management of complaints, refunds, written counterarguments, and requests for information. In the absence of such consent, it will not be possible to buy tickets/rail passes – including online – or act on any contractual obligations assumed.

YES ☐ **NO ☐**

2) Profiling, including by means of electronic processing, of their behaviour and consumption habits with regard to Trenord products and services, in order to improve the services provided, meet specific needs and offer targeted commercial proposals.

YES ☐ **NO ☐**

3) Commercial communications, information and promotion of products and services, as well as satisfaction surveys on the quality of those they have already received, in addition to market research, including by automatic means (e.g. by telephone, text message, MMS, fax, email and web applications).

YES ☐ **NO ☐**

4) Commercial communications, information and promotion of products and services by automatic means (e.g. via telephone, text message, MMS, fax, email and web applications) by Third Parties.

YES ☐ **NO ☐**

5) The undersigned, _____, pursuant to Article 9.2 letter a) of the GDPR, having read the Privacy Policy on the processing of personal data by the Data Controller, hereby freely expresses their consent to the processing of their sensitive data, where subject to processing, for the purposes laid out in the Policy.

YES ☐ **NO ☐**

(Place and date) (Legible signature of the data subject)

_____ _____

INFORMATION ON THE PROCESSING OF PERSONAL DATA (PURSUANT TO ART. 13 OF EU REGULATION 2016/679)

The current legislation on the processing of personal data defined in accordance with the provisions contained in EU Regulation 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data, and on the free movement of such data (General Data Protection Regulation, hereinafter the "**EU Privacy Regulation**" or "**GDPR**") contains provisions aimed at ensuring that the processing of personal data is carried out in compliance with the fundamental rights and freedoms of natural persons, with particular regard to the right to protection of personal data.

1. Purpose of the processing
The processing of personal data is undertaken in order to manage the complaints and refund requests referred to in Form M1006.

2. Types and storage of personal data being processed
Within the limits of the purposes set out above, the Data Controller will process personal data relating to personal details; residence; domicile; behaviour when using the railway service; and bank account details. Such data will be kept for 5 (five) years. Any processing of sensitive data by the Data Controller is based on the assumptions set out in art. 9.2 lett. a) of the GDPR.

3. Data processing
For transparency purposes and in compliance with the principles set out in art. 12 of the GDPR, please note that "processing of personal data" refers to any operation or set of operations that is performed upon personal data, by automatic means or otherwise, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

The processing of personal data may be carried out with or without the aid of electronic or automatic means and will also include, in compliance with the limits and conditions set by the GDPR, any communication to the subjects set out in point 6 below.

4. Data processing methods

The personal data being processed is:

a. processed lawfully and correctly by subjects authorised to carry out these tasks, being consistently identified, appropriately instructed and made aware of the constraints imposed by the GDPR.
b. collected and recorded for specific, explicit and legitimate purposes, and used in other processing operations in a manner that is always compatible with these purposes.
c. accurate and, if necessary, updated.
d. relevant, complete and not excessive in relation to the purposes for which it was collected or subsequently processed.
e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is collected or subsequently processed
f. processed using paper, IT or digital means and with the use of security measures aimed at guaranteeing the confidentiality of the data subject to whom the data refers and avoiding unapproved access by third parties or unauthorised personnel.

5. Nature of the transfer of data
he provision of some personal data is necessary. In the event of failure to provide the personal data requested or in the event of an objection to the processing of the personal data provided, it may not be possible to process the request referred to in article 1 above.

6. Data communication and transfer of data abroad
The personal data collected is processed by the appointed personnel who need to be have knowledge thereof in carrying out their activities and by external parties who may act, depending on the circumstances, as Joint Data Controllers or Data Processors, including third-party companies responsible for issuing and managing invoices.

The data will not be disclosed.

INFORMATION ON THE PROCESSING OF PERSONAL DATA (PURSUANT TO ART. 13 OF EU REGULATION 2016/679)

7. Rights of the data subject.
Pursuant to articles 15-20 of the GDPR, you may exercise specific rights, including the right to obtain access to personal data in an intelligible form, and rectification, updating or deletion of the same. You will also have the right to ensure that the Company restricts processing, and you will also be able to object to the processing of the data on legitimate grounds. In the event that you believe that the processing violates the rules of the GDPR, you have the right to lodge a complaint with the Autorità Garante per la Protezione dei Dati Personali (Italian data protection authority) pursuant to art. 77 of the GDPR.

8. Data Controller and Personal Data Protection Officer (DPO).
Pursuant to art. 4.1.7 of the GDPR, the Data Controller is Trenord Srl, with registered office at Piazzale Cadorna no.14, Milan, 20123.

The Personal Data Protection Officer (also “DPO”) is the lawyer Yari Mori. To exercise your rights pursuant to the GDPR referred to in point 6 of this privacy notice, you can contact the DPO. Any request for information regarding the identification of the data processors acting on behalf of the Data Controller must be made to the latter.

The DPO may be contacted via post at the Trenord registered office indicated above or by email to the following email address: privacy@trenord.it.

The complete list of Data Processors and the categories of data processors are available upon request.