

## COMPLAINTS AND REPORTS FORM



Unless otherwise specified, **all fields are required**.

### DETAILS OF COMPLAINANT

Name	Surname	Name (if not a natural person)	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Address	Postcode	City	Country
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Telephone (optional)	Email		
<input type="text"/>	<input type="text"/>		

### DETAILS OF USER (IF OTHER THAN THE COMPLAINANT) AND ANY OTHER PASSENGERS

Name	Surname	Name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Name	Surname	Name	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### REFERENCE OFFICE OF BUSITALIA

☐ Perugia ☐ Terni

### REFERENCE SERVICE

☐ Perugia - Sansepolcro ☐ Perugia - Terni

### TICKET OFFICE (if applicable)

### DETAILS OF JOURNEY AND GROUNDS OF COMPLAINT

<input type="checkbox"/> Reservation	<input type="checkbox"/> Ticket	<input type="checkbox"/> PNR	Code/Number	<input type="text"/>
Station of departure			Station of arrival	<input type="text"/>
Scheduled time of departure	<input type="text"/>	Date	Actual time of departure	<input type="text"/> Date <input type="text"/>
Scheduled time of arrival	<input type="text"/>	Date	Actual time of arrival	<input type="text"/> Date <input type="text"/>

### WHAT GROUNDS DOES YOUR COMPLAINT REFER TO?

<input type="checkbox"/> Methods of ticket sale	<input type="checkbox"/> Travel information and reservation systems	<input type="checkbox"/> Information before and during the journey	<input type="checkbox"/> Transport of bicycles
<input type="checkbox"/> Information in case of cancellation of services or delay	<input type="checkbox"/> Assistance in case of cancellation of services or delay	<input type="checkbox"/> Re-routing or reimbursement in case of cancellation of services, delay in departure or missed connection	<input type="checkbox"/> Delays, missed connections and cancellations
<input type="checkbox"/> Advance payments if a passenger is killed or injured/Minimum insurance	<input type="checkbox"/> Rights of disabled and with reduced mobility persons	<input type="checkbox"/> Failure to take measures to ensure passengers' personal security	<input type="checkbox"/> Information on passengers' rights
<input type="checkbox"/> Quality of service	<input type="checkbox"/> Difficulty in the submission of the complaint	<input type="checkbox"/> Derogation or restrictive clauses in the transport contract	<input type="checkbox"/> Other <input type="text"/>

You can specify one or more reasons of complaint. For information on the rights of rail passengers under Regulation (EC) No. 1371/2007, please refer to the website of the Transport Regulation Authority at the following link: <https://www.autorita-trasporti.it/passengers-rights-trasporto-ferroviario/?lang=en>

Choose how you wish to receive compensation/reimbursement (if due) ☐ other tickets ☐ in cash by bank transfer ☐ voucher

Please describe the events with respect to all items with a tick mark

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### ANNEXES

In case the **complaint is submitted by a person other than the user**:

- Proxy of the traveller;
- Copy of traveller identity document

In the event of a **disruption occurring during the journey**:

- Copy of the validated ticket/copy of the travel pass

Place \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Signature of the complainant \_\_\_\_\_

**TRAIN COMPLAINT AND REPORT form**  
**Personal Data Protection Policy**  
(Pursuant to Article 13 of European Regulation No. 679/2016)

Before acquiring your personal data for the management of reports and complaints, Busitalia Sita Nord s.r.l. kindly requests you to carefully read the personal data protection policy.

**I. Data Controller and DPO**

- **Data Controller: Busitalia Sita Nord s.r.l.**, represented by the *pro-tempore* Chief Executive Officer, with registered office in Piazza della Croce Rossa, 1 Rome, can be contacted at the email [privacy@fsbusitalia.it](mailto:privacy@fsbusitalia.it).
- The **Data Protection Officer** can be contacted at the email [protezionedati@fsbusitalia.it](mailto:protezionedati@fsbusitalia.it).

**II. Types of personal data**

- **Common data of those who submit the complaint:** personal data (name, surname, address), contact details (e-mail)
- **Customer's common data (if different from the person submitting the complaint) and of any other passengers:** personal data (name and surname), card number or copy of personal ticket, proxy and copy of identity document
- **Optional data:** telephone contact
- **Special category data:** based on the nature of the subject of the report/complaint submitted by you, Busitalia Sita Nord s.r.l. may become aware of data belonging to so-called "special" categories (for example data relating to health). In consideration of the fact that such data have been made available to Busitalia Sita Nord s.r.l. manifestly and freely, you are not required to give explicit consent for case management. Busitalia Sita Nord s.r.l. assures you that such data will be processed exclusively for purposes strictly connected and instrumental to the management of the case itself (for example to be able to apply the specific insurance coverage); in the absence of such personal data, Busitalia Sita Nord s.r.l. will not be able to partially or totally process your request.

The aforementioned data will be processed by computer and paper media in such a way as to guarantee suitable security and confidentiality measures.

**III. Processing Purposes**

- Management of the report/case procedure; Legal basis (*Contractual*)
- Transmission of the complaint also containing any special category data to the pertinent Providers; (Legal basis: *Legal* - measure 5.2 Annex A to ART (Transport Regulation Authority) Resolution 28/2021 and art. 9 par. 2 lett. g) GDPR)
- Improvement in the management of the report/complaint in case of communication difficulties and/or to speed up response times through telephone contact details provided by the data subject; Legal basis (*Consent*)

The provision of the data necessary for the pursuit of the purposes referred to in points a) and b) is "mandatory" and your refusal will make it impossible for Busitalia Sita Nord s.r.l. to manage the case.

The provision of the data necessary for the pursuit of the purpose referred to in point c) is "optional", therefore failure to provide it will only make it impossible to improve case management in the event of communication difficulties and/or to speed up response times.

Any consent given may be freely withdrawn at any time, without prejudice to the lawfulness of the processing carried out before withdrawal. The withdrawal of consent can be communicated to the email address: [umbria@fsbusitalia.it](mailto:umbria@fsbusitalia.it).

**IV. Data recipients**

Personal data will be processed by the following to pursue the aforementioned purposes:

**Parties associated with Busitalia Sita Nord s.r.l.**

- **Data processors (Busitalia Sita Nord s.r.l. employees)**
- **Outsourced consultants**
- **Service companies (also IT)**

**Parties not directly associated with Busitalia Sita Nord s.r.l.**

- **Insurance service companies**
- **Other providers to whom the complaint will be sent if the subject of the same is within their remit**
- **Judicial authorities**
- **Police authorities**
- **Transport Regulation Authority**

Your data will only be processed by parties expressly authorised by Busitalia Sita Nord s.r.l. or by companies acting as Data Processors on behalf of Busitalia Sita Nord s.r.l., and which have signed a distinct contract that specifically regulates the processing entrusted to them and the obligations regarding data protection. Your data will never be disclosed.

Furthermore, personal data may also be transmitted to other independent Data Controllers on the basis of laws or regulations, or on the basis of the specific consent you have provided. The updated list of data recipients is available by writing to [umbria@fsbusitalia.it](mailto:umbria@fsbusitalia.it), or to the Data Protection Officer at [protezionedati@fsbusitalia.it](mailto:protezionedati@fsbusitalia.it).

**V. Data disclosure**

Your personal data will never be published, displayed or made available/consulted by unknown parties.

**VI. Data retention**

The personal data you have provided to us will be kept for 5 years from case closure, without prejudice to further retention for the following purposes: archiving in the public interest, scientific or historical research, statistical purposes or technical reasons (e.g. business continuity).

Any consent given for the purposes referred to in point c) will be kept until the revocation requested by you and in any case no later than 5 years from case closure.

**VII. Rights of Data Subjects**

EU Regulation 2016/679 (Articles 15 to 23) grants data subjects specific rights. In particular, in relation to the processing of your personal data, you have the right to ask Busitalia Sita Nord s.r.l. for data access, correction, rectification, limitation, opposition, portability and withdrawal of consent. In addition, you may lodge a complaint to the Supervisory Authority, which in Italy is the Data Protection Authority.

You can exercise your rights at any time by contacting the Data Controller at [umbria@fsbusitalia.it](mailto:umbria@fsbusitalia.it) or by contacting the Data Protection Officer at [protezionedati@fsbusitalia.it](mailto:protezionedati@fsbusitalia.it).

**VIII. Consent**

For processing indicated in Par. III - "Processing Purposes", point c):

I consent to the use of my telephone number for the best management of the complaint/report in case of communication difficulties and/or to speed up response times

I consent

☐

I do not consent

☐

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature \_\_\_\_\_