

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"/>		<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

Padua Rovigo

REFERENCE SERVICE

urban bus urban tram suburban

TICKET OFFICE/BUS STATION (if applicable)

DETAILS OF JOURNEY AND GROUNDS OF COMPLAINT

<input type="checkbox"/> Reservation	<input type="checkbox"/> Ticket	<input type="checkbox"/> Travel pass	Code/Number	<input type="text"/>
Stop (or bus station) of departure	<input type="text"/>	Stop (or bus station) of arrival	<input type="text"/>	<input type="text"/>
Scheduled time of departure	<input type="text"/>	Date	<input type="text"/>	Actual time of departure where not coinciding with the scheduled time
	<input type="text"/>		<input type="text"/>	Date
Line	<input type="text"/>	Driver n°	<input type="text"/>	Vehicle n°
	<input type="text"/>		<input type="text"/>	<input type="text"/>

WHAT GROUNDS DOES YOUR COMPLAINT REFER TO?

<input type="checkbox"/> Tickets, contract conditions, discriminatory tariff	<input type="checkbox"/> Rights of disabled or with reduced mobility persons	<input type="checkbox"/> Travel information	<input type="checkbox"/> Information on passengers' rights
<input type="checkbox"/> Difficulty in the submission of the complaint	<input type="checkbox"/> Punctuality	<input type="checkbox"/> Regularity of the service	<input type="checkbox"/> Security
<input type="checkbox"/> Vehicles	<input type="checkbox"/> Travel comfort on board/on the route, accessibility to services	<input type="checkbox"/> Cleaning of vehicles and facilities	<input type="checkbox"/> Company - Customer relationship
<input type="checkbox"/> Environmental awareness	<input type="checkbox"/> Lack of services/requests for changes	<input type="checkbox"/> Other	<input type="text"/>

You can specify one or more reasons of complaint. For information on the rights of bus and coach passengers under Regulation (EU) No. 181/2011, please refer to the website of the Transport Regulation Authority at the following link: <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?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 _____

BUS, TRAM AND BUS STATION 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 Veneto S.p.A. kindly requests you to carefully read the personal data protection policy.

I. Data Controller and DPO

- **Data Controller: Busitalia Veneto S.p.A.**, represented by the *pro-tempore* Chief Executive Officer, with registered office in Via del Pescarotto 25/27, 35131 Padua, can be contacted at the email privacy@fsbusitaliaveneto.it.
- The **Data Protection Officer** can be contacted at the email protezionedati@fsbusitalia.it.

II. Types of personal data

The personal data being processed fall into the following categories:

- **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.
- **Special category data:** based on the nature of the subject of the report/complaint submitted by you, Busitalia Veneto S.p.A. 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 Veneto S.p.A. manifestly and freely, you are not required to give explicit consent for case management. Busitalia Veneto S.p.A. 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 Veneto S.p.A. will not be able to partially or totally process your request.
- **Optional data:** telephone contact.

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

- a. Management of the report/case procedure; Legal basis (*Contractual*)
- b. 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)
- c. 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 Veneto S.p.A. 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: privacy@fsbusitaliaveneto.it.

IV. Data recipients

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

Parties associated with Busitalia Veneto S.p.A.

- Data processors (Busitalia Veneto S.p.A. employees)
- Outsourced consultants
- Service companies (also IT)
- Busitalia Sita Nord Srl

Parties not directly associated with Busitalia Veneto S.p.A.

- 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 Veneto S.p.A. or by companies acting as Data Processors on behalf of Busitalia Veneto S.p.A., 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 privacy@fsbusitaliaveneto.it, or to the Data Protection Officer at 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 Veneto S.p.A. 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 privacy@fsbusitaliaveneto.it or by contacting the Data Protection Officer at 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 _____