BUSITALIA RAIL SERVICE
GRUPPO FERROVIE DELLO STATO ITALIANE

To be sent to:
Busitalia Rail Service S.r.l.
by registered mail:
Viale Fratelli Rosselli, 80
50123 Florence, Italy
or
via PEC: fsbusitaliarailservice@pec.it

COMPLAINTS AND REPORTS FORM

BUS

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

DETAILS OF COMPLAINANT

Name | Surname | Name (if not a natural person)

Address | Postcode | City | Country

Telephone (optional) | Email

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

Name | Surname | Name | Surname

Name | Surname | Name | Surname

REFERENCE SERVICE

☐ Orio al Serio Airlink ☐ Padova - Cortina Link ☐ Livigno Link

TICKET OFFICE (if applicable)

DETAILS OF JOURNEY AND GROUNDS OF COMPLAINT

☐ Reservation ☐ Ticket ☐ PNR Code/Number

Stop (or bus station) of departure | Stop (or bus station) of arrival

Scheduled time of departure | Date | Actual time of departure where not coinciding with the scheduled time | Date

Line | Driver n° | Vehicle n°

WHAT GROUNDS DOES YOUR COMPLAINT REFER TO?

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

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_____

COMPLAINT AND REPORT
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 Rail Service S.r.l. kindly requests you to carefully read the personal data protection policy.

I. Data Controller and DPO
In this section we indicate what our references are

- Busitalia Rail Service S.r.l., **Data Controller**, represented by the *pro-tempore* Chief Executive Officer, can be contacted at the email **privacy_birs@fsbusitalia.it,** with registered office in Piazza della Croce Rossa, 1 Rome.
- The **Data Protection Officer** can be contacted at the email **protezionedati@fsbusitalia.it.**

II. Types of personal data
In this section we indicate what types of data we ask for

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), copy of the personal ticket; proxy and copy of identity document, travel details (O/D stop, date and time of travel, line), bank details of the customer/traveller, if necessary to process the complaint.
- **Special category data:** based on the nature of the subject of the report/complaint submitted by you, Busitalia Rail Service 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 Rail Service S.r.l. manifestly and freely, you are not required to give explicit consent for case management. Busitalia Rail Service 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 Rail Service S.r.l. 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
In this section we tell you why we ask you for your data

a. **Management of the report/case procedure;** Legal basis (*Legal and Contractual*)

b. **Transmission of the complaint also containing any special category data to the pertinent Providers;** Legal basis (*Legal*)
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 Rail Service 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: **privacy_birs@fsbusitalia.it**.

IV. Data recipients

In this section we indicate who will process your data and to whom they will be communicated

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

Parties associated with Busitalia Rail Service S.r.l.

- Data processors (Busitalia Rail Service S.r.l. employees)
- Outsourced consultants
- Service companies (also IT)
- Busitalia – Sita Nord S.r.l.

Parties not directly associated with Busitalia Rail Service 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 Rail Service S.r.l. or by companies acting as Data Processors on behalf of Busitalia Rail Service 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 **privacy_birs@fsbusitalia.it**, or to the Data Protection Officer at **protezionedati@fsbusitalia.it**.

V. Data disclosure

In this section we guarantee that your data will not be disclosed

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

VI. Data retention

In this section we tell you how long we will keep your data

The personal data you have provided to us will be kept for 10 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 10 years from case closure.

VII. Rights of Data Subjects

In this section we indicate what rights we guarantee you

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 Rail Service S.r.l.:

- Access: you may request confirmation as to whether or not data concerning you is being processed, as well as further clarification regarding the information contained in this policy;
- Rectification: you may request that the data you have provided to the Company be rectified or supplemented if it is inaccurate or incomplete;
- Erasure: you may request that your data be erased if it is no longer necessary for the purposes referred to in section III, if you withdraw your consent or object to the processing, if the processing is unlawful, or if there is a legal obligation to erase it;
- Restriction: you may request that your data be processed only for storage purposes, excluding other processing, for the period necessary to rectify your data, in the event of unlawful processing for which you oppose erasure, if you need to exercise your rights in court and the stored data may be useful to you and, finally, in the event of opposition to processing and a verification is underway on the prevalence of the Company's legitimate reasons over yours;
- Opposition: you may object at any time.

You can exercise your rights at any time by contacting the Data Controller at **privacy_birs@fsbusitalia.it** or by contacting the Data Protection Officer at **protezionedati@fsbusitalia.it**.

Furthermore, we inform you that you have the right to lodge a complaint with the Supervisory Authority, which in Italy is the Garante per la Protezione dei Dati Personali (Personal Data Protection Authority), if you believe that your rights have been violated.

VIII. Consent

In this section we ask you for your consent to the processing of your data

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

Data_____/_____/_____ Signature _____