



COMPLAINT FORM (RAIL SERVICES)

Spett.le Ferrotramviaria S.p.A.
Direzione di Esercizio - Piazza A. Moro, 50/B
70122 - Bari (BA)
email address: reclami@ferroviennordbarese.it

Data of the person making the complaint

Name:	<input type="text"/>	Surname:	<input type="text"/>
Organization:	<input type="text"/>	Address:	<input type="text"/>
<i>(if not natural person)</i>			
Postal Code:	<input type="text"/>	City:	<input type="text"/>
E-mail:	<input type="text"/>	Country:	<input type="text"/>
		Phone:	<input type="text"/>
		<i>(optional)</i>	

User data (if different from the claimant) and other possible passengers

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

Journey Details

Travel agent/tickets seller:	<input type="text"/>		
	<i>(if applicable)</i>		
Booking code/ticket number/PNR:	<input type="text"/>		
Departure station:	<input type="text"/>	Arrival station:	<input type="text"/>
Departure time:	<input type="text"/>	Date:	<input type="text"/>
	<i>(scheduled)</i>		<i>(gg/mm/yy)</i>
Departure time:	<input type="text"/>	Date:	<input type="text"/>
	<i>(real)</i>		<i>(gg/mm/yy)</i>
Arrival time:	<input type="text"/>	Date:	<input type="text"/>
	<i>(scheduled)</i>		<i>(gg/mm/yy)</i>
Arrival time:	<input type="text"/>	Date:	<input type="text"/>
	<i>(real)</i>		<i>(gg/mm/yy)</i>

Reasons for complaint - tick the relevant boxes (*)

- | | |
|---|---|
| <input type="checkbox"/> Tickets sale methods - App anomalies - self service anomalies | <input type="checkbox"/> Refund claims for personal reasons |
| <input type="checkbox"/> Travel and booking information systems - fares | <input type="checkbox"/> Railway line, stations and stops |
| <input type="checkbox"/> Information before and during the journey | <input type="checkbox"/> Early payments in case of passenger death or injury /Minimum insurance |
| <input type="checkbox"/> Bicycle transportation | <input type="checkbox"/> Rights of persons with disabilities or reduced mobility |
| <input type="checkbox"/> Information in case of cancellation or delay | <input type="checkbox"/> Failure to adopt measures for the passengers personal safety - Comfort |
| <input type="checkbox"/> Support in case of services cancellation or delay - frontline staff behavior and skills | <input type="checkbox"/> Quality of Service (punctuality, normality and regularity of the customer service) |
| <input type="checkbox"/> Alternative transportation or refund in case of services cancellation, delay in departure or missed connection | <input type="checkbox"/> Difficulties in submitting the complaint |
| <input type="checkbox"/> Delays, missed connection and cancellations | <input type="checkbox"/> Exemption or limitation clauses in the transport contract |
| <input type="checkbox"/> Claims of refund for anomalies with on line purchasing / app / self service | <input type="checkbox"/> Other: <input type="text"/> |
| <input type="checkbox"/> Claims of refund for railway traffic anomalies | |



☐ Vouchers or replacement travel tickets

☐ Bank transfer (indicate IBAN):

[illegible]

Account owner IBAN:

BIC/SWIFT:

- ☒ ID copy (**compulsory**)
- ☒ Travel ticket copy (**compulsory**)
- ☐ Authorization and user ID (in case the claim is submitted by a person other than the user)
- ☐ Other attachments:

CLAIMANT SIGNATURE

Place:

Date: _____

(*) It is possible to indicate one or more claim reasons. For more info about rail transport services passenger's rights, according to the Regulation (CE) n. 1371/2007, refer to the transport regulatory Authority web site:

<https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-ferroviario/>



PRIVACY INFORMATION

Information pursuant to EU Regulation 2016/679 (GDPR) and, where applicable, Legislative Decree 196/2003

Information pursuant to EU Regulation 2016/679 (GDPR) and, where applicable, Legislative Decree 196/2003 data of natural persons (hereinafter also "Regulation" or "(GDPR)") and pursuant to Legislative Decree 196/2003 "Code on the protection of personal data containing provisions for the adaptation of the national legal system to Regulation (EU) No. 2016/679 of the European Parliament and Council, of 27 April 2016, concerning the protection of natural persons with regard to the processing of personal data, as well as the free circulation of such data and which repeals Directive 95/46/EC" (hereinafter also "Code"). Personal and special data will be processed according to principles of correctness, lawfulness, and transparency both in paper and electronic form. The availability, management, access, storage, and usability of data are guaranteed by the adoption of technical and organisational measures deemed appropriate by the Data Controller to ensure adequate levels of security pursuant to arts. 25 and 32 of the GDPR.

Assistance activity activated upon specific request of the user

The processing concerns the management of complaints with the users of the services offered by Ferrotramviaria S.p.A. and includes the collection and recording of information necessary for the management of reports and complaints from users through a complaint form published on the company website, or through other contact systems made available such as, for example, fax, ordinary mail, electronic mail, etc.

With reference to the personal and special data that will be subject to processing, the Data Controller provides the complainants, hereinafter also referred to as "Data Subjects", with the following information:

I. Generalities of the Data Controller and contact details

Data Controller

The Data Controller of personal data is Ferrotramviaria S.p.A., responsible for the lawful and correct use of the complainant's personal data and can be contacted for any information or request at the following addresses:

Sede: P.zza Winckelmann, 12 - Roma
Web site: <https://www.ferrovienordbarese.it/>
E-mail: info@ferrovienordbarese.it
PEC: segreteriaferrotramviaria@legalmail.it
Telefono: +39 06 86210353

II. Categories and content of the data

The processing concerns the personal data provided by the complainant, as the data subject to the Data Controller, with particular reference to: health status, contact details (telephone number, e-mail, etc.), identity document, first and last name, tax code, domicile, booking code, ticket number or PNR

III. Purpose of the processing

Personal data is collected and processed in order to manage complaints and provide assistance to users pursuant to the European Union Regulation (GDPR 2016/679)

Special categories of personal data

The processing of personal data relating to health (art. 9 EU Regulation 2016/679) is possible because the data subject gives explicit consent to the processing of such personal data for the management of the complaint

IV. Duration of the processing

The duration of the processing is determined as follows: the activity begins with the submission of the complaint by the users and concludes with the resolution of the complaint. The data will be kept for 10 years from the date of closure, in compliance with the limitation period for rights ex art. 2946 cc.

V. Communication of data and recipients

The complainant's personal data may be processed by data processors or persons authorised to process the data by the Data Controller. The complete and updated list of data processors and authorised persons is available at the registered office of the Data Controller. In no other case will personal data be communicated or disseminated to third parties.

VI. Rights of the Data Subject

The complainant, as the Data Subject, may exercise at any time the rights recognised by the GDPR, namely:

- a) the right of access;
- b) the right to rectification of data;
- c) the right to erasure and the right to be forgotten;
- d) the right to restriction of processing;
- e) the right to data portability;
- f) the right to opposition

The complainant may exercise their rights by submitting an informal request to the Data Controller, who will respond within thirty (30) days of receipt. This term may be extended by a further sixty (60) days if fulfilling your request is particularly burdensome for the Data Controller. In the event that the complainant does not receive a response within the indicated terms or is not satisfied with the response, or believes that their rights have been violated, they may file a complaint with the Data Protection Authority according to the methods indicated on the Authority's website, accessible at the address:

<https://www.gpdp.it/>

The exercise of the Data Subject's rights is free, unless the Data Controller has to bear excessively burdensome costs.