This form, including the duly signed information on the processing of personal data, must be used to send via registered letter with return receipt to Grandi Stazioni Rail S.p.A. a complaint or report pursuant to Legislative Decree 17 April 2014, n. 70 implementing Regulation (EC) no. 1371/2007 of the European Parliament and of the Council of 23 October 2007, related to the rights and obligations of passengers in railway transport.

To be able to manage your complaint/report, please send, at least, the following information:

1. identification data (name, surname and email address to which you wish to receive a reply) of the user and of any representative, attaching in this case the delegation and an identity document of the user;
2. if available, the identification references of the journey carried out or planned (date, departure time, origin and destination, train number and PNR or ticket code), and of the railway station in which the event occurred;
3. the description of the problem, i.e. the inconsistency of the station service detected with respect to one or more requirements defined by the European or national legislation and by the Grandi Stazioni Rail S.p.A. Services Charter.

Complaints/reports can also be sent through the telematic system , which does not require further sendings, available on the web at the following link:

<https://www.grandistazioni.it/content/grandiStazioni/it/misc/segnalazioni-e-reclami.html#:~:text=Per%20i%20reclami%20inerenti%20i,erogazione%20all'interno%20dei%20complessi>

**COMPLAINT/REPORT FORM**

To Grandi Stazioni Rail S.p.A.

Attn. to Asset Management

Complaints

Via Giovanni Giolitti, 34 - 00185,

Rome

**Complaint/Reports**

The undersigned...............................................................................................

resident in …………………………….……………….……………………, represented by (possible representative)…………………………………… ………………, who for the purposes of this proceeding declares that he/she wishes to receive any communications and response to the following address (optionally indicate a telephone number and mandatory the complete email address to which you wish to receive a response)…… …………………………………………………...………………………………………………………………………… …………………………

represent the following:

(in this part of the complaint/report the elements indicated in points 2 and 3 above must necessarily be provided)

[space for the description of the complaint/report ]

List of attached documents, if any:

1)

2)

3)

Date

Signature

**Information for Grandi Stazioni Rail - Complaints and Reports**

**Information on the protection of personal data (pursuant to art. 13 and 14 of the European Regulation no. 679/2016)**

Grandi Stazioni Rail S.p.A. before acquiring your personal data for the management of complaints and reports, invites you to carefully read the information on the protection of personal data.

I. Data Controller and DPO

*In this section we indicate our references*

• **Data controller:** Grandi Stazioni Rail S.p.A., represented by the CEO pro-tempore, can be contacted at the email address [titolaretrattamento@grandistazioni.it](mailto:titolaretrattamento@grandistazioni.it), with registered office in Via Giovanni Giolitti 34, Rome.

• **The Data Protection Officer** is available at the email address [protezionedati@grandistazioni.it](mailto:protezionedati@grandistazioni.it).

In the event that the complaint/report is transmitted for matters of exclusive or partial competence to other subjects with whom Grandi Stazioni Rail has stipulated specific protocols, the aforementioned subjects respectively assume the status of:

* **Joint Data Controllers:** for the phase of transmission of complaints/reports according to their jurisdiction which determines the need for an exchange of information between the Parties (Point III. of this information notice).
* **Independent Data Controllers**: for the complaint/report management phase.

The information and contacts of the other companies are available on the respective institutional websites.

II. Types of personal data

*In this section we indicate which kind of data we are asking for*

The personal data being processed are into the following categories:

Personal data of who submitts the complaint-report/user:

* **Common data of the person submitting the complaint/report**: personal data (name, surname, address), contact details (e-mail).
* **Common data of the user** (if different from the person submitting the complaint-report) and of any other passengers: personal data (name and surname), copy of the identity document.
* **Optional Data**: telephone contacts.
* **Special Data**: based on the nature of the subject of the complaint/report submitted, Grandi Stazioni Rail may become aware of data belonging to so-called "special" categories of personal data (for example data relating to health). In consideration of the fact that such data were made available to Grandi Stazioni Rail manifestly and freely, you are not asked for explicit consent for the management of the practice. Grandi Stazioni Rail assures you that such data will be processed exclusively for purposes strictly connected and instrumental to the management of the practice itself.

III. Purpose of the Processing

***In this section we indicate why we ask you for your data***

The data that we ask you to provide via Grandi Stazioni Rail portal are collected only for the management of your complaint or report.

In particular, your data will be processed for the following **purposes**:

1. Management of the complaint practice (Legal basis: Contractual)
2. Management of the reporting practice (Legal basis: Legitimate Interest)
3. Transmission of the complaint also containing any particular data to the competent subjects who have stipulated specific conventions with Grandi Stazioni Rail (Legal basis: legal - ART Resolution n. 28/2021 measure 5.2 and art. 9 co. 2 letter g) GDPR)
4. Transmission of the report also containing particular data to the competent subjects who have stipulated specific protocols with Grandi Stazioni Rail (Legal basis: Consensus)
5. Improvement in complaint/report management in the event of communication difficulties and/or to speed up response times using the telephone contact details provided by the interested party (Legal basis: Consensus)

The provision of data for the pursuit of the purposes referred to in points a), b) and c) is "mandatory", therefore any rejection will make it impossible for Grandi Stazioni Rail S.p.A. to manage the request.

The provision of the data necessary to pursue the purpose referred to in point d) is "optional", therefore failure to provide it will make it impossible for Grandi Stazioni Rail S.p.A. to transmit the report.

The provision of the data necessary to pursue the purpose referred to in point e) is "optional", therefore failure to provide it will exclusively make it impossible for Grandi Stazioni Rail S.p.A to improve the management of the request in the event of communication difficulties and/or to speed up response times.

Any consensus given can be revoked without restrictions at any time, without prejudice to the lawfulness of the processing carried out before the revocation. The revocation of consensus may be communicated to the email address:

[protezionedati@grandistazioni.it](mailto:protezionedati@grandistazioni.it).

IV. The recipients of the data

*In this section we inform you on who will process your data and to whom they will be communicated*

For the pursuit of the aforementioned purposes, the personal data provided will be processed by the following subjects:

**> Area attributable to Grandi Stazioni Rail S.p.A. competence**

Your data will be processed only by subjects expressly authorized by Grandi Stazioni Rail S.p.A. or by companies acting as Data Controllers on behalf of Grandi Stazioni Rail S.p.A., and who have signed a specific contract which specifically regulates the processing entrusted to them and their obligations regarding data protection.

Your personal data will be made available only to those who, within the Company, need them for the job performed or the hierarchical position held. These subjects will be appropriately trained in order to avoid loss or access to the data by unauthorized parties or to carry out unauthorized processing of the data.

**> Area not attributable to Grandi Stazioni Rail S.p.A.**

Your personal data may also be sent to other independent subjects who are owners or joint-controllers of the data to the extent of their competence (e.g. Station Service Managers, Railway Companies, Public Authorities, Judicial and public security Authorities, etc.).

**The updated list of data recipients** is available upon request at the email address [protezionedati@grandistazioni.it](mailto:protezionedati@grandistazioni.it).

V. Data disclosure

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

Your personal data will never be published, exposed or made available to/consulted by undetermined subjects.

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 the period necessary to manage the complaint or report and in any case for no longer than 10 (ten) years from the closure of the practice. Without prejudice to further storage for the following purposes:

- archiving in the public interest, scientific or historical research, statistical purposes or technical reasons (e.g. operational continuity).

VII. Rights of interested parties

In this section we indicate which rights we guarantee you

The EU Regulation 2016/679 (articles 15 to 23) grants interested parties the exercise of specific rights. In particular, in relation to the processing of your personal data, you have the right to ask Grandi Stazioni Rail S.p.A. access, rectification, deletion, limitation, opposition and portability; furthermore, you can lodge a complaint with the Supervisory Authority, which in Italy is the Data protection Authority (“Garante per la Protezione dei Dati Personali”).

At any time, you may ask Grandi Stazioni Rail S.p.A. to exercise your rights by contacting the Data Protection Officer at the email address [protezionedati@grandistazioni.it](mailto:protezionedati@grandistazioni.it).

Consents

For the processing indicated in Par. III – “Purpose of the processing” letter d):

I express my consent to the transmission of the report, even containing particular data (for example data suitable for revealing the state of health), for exclusive or partial jurisdiction, to other Parties with whom Grandi Stazioni Rail has stipulated specific Protocols

☐ I give consent ☐ I do not give consent

For the processing indicated in Par. III – “Purpose of the processing” letter e):

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

☐ I give consent ☐ I do not give consent

At any time you may revoke the consent given above, without prejudice to the lawfulness of the processing based on the consent given before the revocation.

Signature Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_