

**REQUEST FOR:**

REFUND

COMPENSATION FOR DELAY (Resolution no. 106/2018)

**INFORMAZIONI PER LA COMPILAZIONE**

Dear Client,

to help you understand the general terms in a better way and assist you in filling in this form, we invite you to read the legislative references of Trenitalia. The full text, which deals with the conditions of request admissibility, is given in the **“General Conditions for Passenger Carriage - Part III – Regional Transport”**, available online on [www.trenitalia.com](http://www.trenitalia.com) in the section **“Carriage conditions”**.

The refund request must be submitted within 1 year of the event either to the ticket offices or by mailing this form and the original single ticket or a copy of the travel pass to the Regional Department/Provincial Office responsible for the station of arrival or by emailing this form and a scan/photograph of the travel pass or single ticket to the Regional Department/Provincial Office responsible for the station of arrival. For destinations in the Lombardy and Emilia Romagna regions only, the request must be sent with reference to the station of departure. Where the stations of departure and arrival are both within Lombardy and Emilia Romagna, the request must be sent to one of the neighbouring Regional/Provincial Offices.

The postmark applies for both mail and email deliveries.

**INFORMATION PURSUANT TO ART. 13 of European Regulation 679/2016**

**REFUNDS OR COMPENSATION FOR DELAY MANAGEMENT**

**Personal Data Protection Policy**

**(pursuant to Article 13 of EU Regulation no. 679/2016)**

Before acquiring your personal data for the overall management of the refund, Trenitalia S.p.A. invites you to carefully read the personal data protection policy.

**I. Data Controller and Data Protection Officer**

**This section provides details on our references**

Data Controller: Trenitalia S.p.A. represented by the pro-tempore CEO, who can be contacted at [titolaretrattamento@trenitalia.it](mailto:titolaretrattamento@trenitalia.it), with registered office in Piazza della Croce Rossa, 1 - Rome.

Data Protection Officer: Data Protection Officer (DPO) contact details: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

**II. Types of personal data**

**This section outlines the types of data requested from you**

Data acquired directly from the data subject:

mandatory data: name, surname, e-mail address, home address, bank details, serial number and TI for Smart Card holders;

Optional data: telephone contacts.

Your data will be processed using electronic and hard copy media in order to guarantee suitable measures of security and privacy.

**III. Purpose of Data Processing**

**This section covers the scope of the processing carried out on your data**

- a. Management of the reimbursement or compensation for delay procedure; Nature of the provision (Obligatory); Legal basis (Contractual and Legal)
- b. Improvement in managing the reimbursement or compensation for delay in case of communication difficulties and/or to ensure faster response times; Nature of the contribution (Optional); Legal basis (Consent)

The provision of data necessary for the purposes referred to in point a), is of an “obligatory” nature and any refusal may render it impossible for Trenitalia S.p.A. to manage the refund or compensation for delay request.

The provision of the data necessary for the purposes referred to in point b) is of an “optional” nature, hence failure to provide such will merely make it impossible to improve the management of the reimbursement or compensation for delay request in case of communication difficulties and/or to ensure faster response times.

The consent given may be freely revoked at any time, without prejudice to the lawfulness of the processing effectuated prior to the revocation. The withdrawal of consent may be communicated by contacting the competent regional Data Manager (see email address below) or the Data Protection Officer via the email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

#### ***IV. The data recipients***

##### ***This section outlines who will process your data and to whom it will be communicated***

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

Subjects related to Trenitalia S.p.A.:

- Persons authorised for processing (employees of Trenitalia S.p.A.)
- Other FS Group companies
- Computer Service Companies

Subjects not directly connected to Trenitalia S.p.A.:

- Third-party companies, whereby necessary due to the nature of the event subject to the request for reimbursement or compensation for delay .
- Judicial or Public Security Authorities

Your data will be processed only by persons expressly authorised by Trenitalia S.p.A. or by companies acting as Data Processors on behalf of Trenitalia S.p.A. who have signed a special contract that specifically regulates the processing entrusted to such parties and the obligations regarding the protection of the data, which will never be disseminated.

The updated list of data recipients is available upon contacting the competent regional Data Manager (see email to be inserted) or the Data Protection Officer via the email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

#### ***V. Data retention***

##### ***This section covers the amount of time your data will be stored***

The personal data you provided to us will be retained for:

**Purposes for which its provision is compulsory:** 10 years from the closure of the refund or compensation for delay case

**Purposes for which its provision is optional:** 24 months from the acquisition of the data

This is without prejudice to additional retention for the following purposes: archiving in the public interest, scientific or historical research, statistical purposes or technical reasons (such as business continuity).

#### ***VI. Rights of the Data Subjects***

##### ***This section provides details on your guaranteed rights***

EU Regulation 2016/679 (Articles 15 to 23) grants the Data Subjects the exercise of specific rights. In particular, in relation to personal data processing, the data subjects have the right to ask Trenitalia S.p.A. for access, correction, rectification, erasure, limitation, opposition and portability. In addition, they may lodge a claim with the Supervisory Authority, which in Italy is the Data Protection Authority.

You can ask to exercise your rights at any time by contacting the competent regional Data Manager (see email address to be inserted) or the Data Protection Officer via the email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

**CONSENT TO PERSONAL DATA PROCESSING**

Consent

For the processing mentioned in point (b, Par. III — “Purpose of Data Processing”:

I consent to the use of my telephone number for the better management of the refund or compensation for delay upon communication difficulties and/or to speed up response times.

I consent

I do not consent

Date 

d	d	/	m	m	/	a	a

Customer  
signature \_\_\_\_\_

**TYPE OF REQUEST**

**select only one option (Refund, Damages for delay)**

Indicate the reason:

- a** Renunciation of the journey by the Traveller (before train departure)
- b** Journey cancelled due to a delay in departure of at least 60 minutes or a predicted arrival of more than 60 minutes
- c** Train cancelled by the Public Authorities or by a fact traceable to the Italian State Railways (including strikes)
- d** Foreseeable arrival delay of more than 60 minutes
- e** Train not accessible to customers with disabilities or reduced mobility (in the time as being accessible).....
- f** Ticket partially used
- g** Other.....

Purchase channel:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>a</b> Station ticket office</li> <li><input type="checkbox"/> <b>b</b> Self Service</li> <li><input type="checkbox"/> <b>c</b> Website</li> <li><input type="checkbox"/> <b>d</b> Welfare Mobility</li> <li><input type="checkbox"/> <b>e</b> Travel agency</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>f</b> Point of Sale (e.g. bar, tobacco shop)</li> <li><input type="checkbox"/> <b>g</b> Call Centre</li> <li><input type="checkbox"/> <b>h</b> Mobile</li> <li><input type="checkbox"/> <b>i</b> Other.....</li> </ul> |
|---|---|


Refund:

- a** Receipt for cash
- b** Bank transfer/Charge back
- c** Voucher
- d** Cheque
- e** Other.....(such as a Mobility Welfare credit note or reversal of the invoice)

*I would like to collect my refund at the ticket office in .....*

**JOURNEY DETAILS**

TICKET no.	<input type="text"/>	Train	<input type="text"/>	Journey date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
					g	g	m	m	a a
TICKET no.	<input type="text"/>	Train	<input type="text"/>	Journey date	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
					g	g	m	m	a a
Serial number and TI for Smart Card holders	<input type="text"/>	Train	<input type="text"/>	Journey date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
					g	g	m	m	a a



**PERSONAL AND BANK DETAILS**

Surname*	<input type="text"/>	Name*	<input type="text"/>
Address*	<input type="text"/>	no.*	<input type="text"/>
City*	<input type="text"/>	Post code*	<input type="text"/>
Country*	<input type="text"/>	Province*	<input type="text"/>
Tel.	<input type="text"/>		
e-mail*	<input type="text"/>		
(only if you chose to receive payment by bank transfer)			
Iban*	<input type="text"/>		
(only for residents abroad) *			
Bic/Swift/ABA*	<input type="text"/>		

\* mandatory data

**ADDRESS AND E-MAIL LIST FOR REFUND REQUEST DELIVERY**

Abruzzo	Via E. Ferrari, snc, 65124, Pescara <b>direzione.abruzzo@trenitalia.it</b>
Alto Adige	Via Garibaldi, 3, 39100, Bolzano/Bozen <b>direzione.altoadige@trenitalia.it</b>
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza <b>direzione.basilicata@trenitalia.it</b>
Calabria	Via Mercalli, 48, 89129, Reggio Calabria <b>direzione.calabria@trenitalia.it</b>
Campania	Corso Novara, 10, 80143, Napoli <b>rimborsi.drcampania@trenitalia.it</b>
Friuli-Venezia Giulia	Via Giulio Cesare 5 - 34123, Trieste <b>direzione.friuli@trenitalia.it</b>
Lazio	Via Giolitti, 60, 00185, Roma <b>rimborsi.drila@trenitalia.it</b>
Liguria	Via del Lagaccio, 3, 16134, Genova <b>rimborsi.drli@trenitalia.it</b>
Marche	Via Einaudi, 1, 60125, Ancona <b>direzione.marche@trenitalia.it</b>
Molise	Via Novelli, 2, 86100, Campobasso <b>direzione.molise@trenitalia.it</b>
Piedmont	Via Nizza, 8 bis, 10125, Torino <b>direzione.piemonte@trenitalia.it</b>
Puglia	Via Giulio Petroni, 10/b, 70124, Bari <b>direzione.puglia@trenitalia.it</b>
Sardinia	Viale La Playa 17, 09123, Cagliari <b>direzione.sardegna@trenitalia.it</b>
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c., 90123, Palermo <b>direzione.sicilia@trenitalia.it</b>
Tuscany	Viale Spartaco Lavagnini, 58, 50129, Firenze <b>rimborsi.drt@trenitalia.it</b>
Trento	Via Fratelli Fontana, 54 - 28121- Trento <b>direzione.trentino@trenitalia.it</b>
Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia <b>direzione.umbria@trenitalia.it</b>
Aosta Valley	P.za Manzetti, 1, 11100, Aosta <b>direzionevalledaosta@trenitalia.it</b>
Veneto	Sestiere Cannaregio,2 – Venezia Centro – Ponte della libertà - 30121, Venezia <b>rimborsi.drVeneto@trenitalia.it</b>

**LIST OF DATA MANAGER MAIL ADDRESSES**

Abruzzo	Via E. Ferrari, snc, 65124, Pescara <b>datamanager_abruzzo@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Alto Adige	Via Garibaldi, 3, 39100, Bolzano/Bozen <b>datamanager_bolzano@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza <b>datamanager_basil@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Calabria	Via Mercalli, 48, 89129, Reggio Calabria <b>datamanager_calabria@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Campania	Corso Novara, 10, 80143, Napoli <b>datamanager_campania@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Friuli-Venezia Giulia	Viale Miramare, 18 - 34135 Trieste <b>datamanager_fvg@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Lazio	Via Giolitti, 60, 00185, Roma <b>datamanager_lazio@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Liguria	Via del Lagaccio, 3, 16134, Genova <b>datamanager_liguria@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Marche	Via Einaudi, 1, 60125, Ancona <b>datamanager_marche@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Molise	Via Novelli, 2, 86100, Campobasso <b>datamanager_molise@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Piedmont	Via Nizza, 8 bis, 10125, Torino <b>datamanager_piemonte@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Puglia	Via Giulio Petroni, 10/b, 70124, Bari <b>datamanager_puglia@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Sardinia	Viale La Playa 17, 09123, Cagliari <b>datamanager_sardegna@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
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Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia <b>datamanager_umbria@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Aosta Valley	P.za Manzetti, 1, 11100, Aosta <b>datamanager_vda@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.
Veneto	Via Decorati al valor civile, 90, 30171, Venezia <b>datamanager_veneto@trenitalia.it</b> e-mail utilizzabile solo per esercitare i suoi diritti ai sensi degli artt. 15-23 del Regolamento Europeo n. 679/2016.

**TO BE FILLED IN BY THE TICKET OFFICE OPERATOR**

- Number of attached tickets.....
- Any other attached documents.....

CASE REFERENCE \*\*

COUPON NUMBER

COUPON NUMBER

COUPON NUMBER

DATE  /  /

TIME  :

**ADDITIONAL NOTES FROM THE TICKET OFFICE OPERATOR**

.....  
.....  
.....

.....

CID \_\_\_\_\_ Legible signature of the operator who handles the request

\*\*\* Optional

**RECEIPT TO BE DETACHED AND GIVEN TO THE CLIENT**

TICKET OFFICE OF

CASE REFERENCE \*\*

COUPON NUMBER

COUPON NUMBER

COUPON NUMBER

DATE  /  /

TIME  :

.....

CID \_\_\_\_\_ Legible signature of the operator who handles the request .

**STAMP**