

CLAIM FORM

Trenitalia S.p.A.

Regional transport
Regional/Provincial Directorate _____

Medium- and long-distance transport

Address _____
Postcode _____, City _____
Country _____

Submission at the assistance desk/ticketing office

Details of the Complainant			
Name:		Surname:	
Name (if not a natural person):			
Address (Street/Square):			No.
Postcode:	City:	Country/Nation:	
Email			
Telephone/Mobile Phone*			
Carta <i>FRECCIA</i> no.*			

Details of the user (if different from the Complainant) and of any other passengers	
Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

Details of the Journey		
Travel agent/tour operator/ticket seller (if pertinent):		
Ticket code/ticket number:		
Train number(s):*		
Station of departure:	Station of arrival:	
Scheduled departure time:	Date (dd/mm/yy):	
Actual departure time (if different to the scheduled time):	Date (dd/mm/yy):	
Scheduled arrival time:*	Date (dd/mm/yy):	
Actual arrival time (if different to the scheduled time):	Date (dd/mm/yy):	

Details of the event if not coincident or inherent to a trip
Date of the event (dd/mm/yy):*
Location of the event*

(*) Optional field, the compilation of which may facilitate the processing of the complaint

Grounds for complaint – please tick the pertinent item(s) (*)

- Means of selling tickets (e.g., travel agency, TI App, self-service ticket offices in the stations)
- Travel and booking information systems (e.g., call centres, ticket counters in the stations, website)
- Information before and during the trip (e.g., timetables and conditions for the fastest journey, information on subsequent stops and the main connections)
- Transport of bicycles (e.g., information on the availability of bike slots, accessibility on board, regulations and fares)
- Information in the event of the cancellation of or delays to services (e.g., failure to stop, handling train cancellations)
- Assistance in the event of the cancellation of or delays to services (e.g., meals and beverages, alternative transport, hotel accommodation)
- Alternative transport or refund in the event of cancellation of services, delays in departure or missed connections
- Delays, missed connections and cancellations
- Advance payments in the event of death or injury of a passenger/Minimum insurance
- Rights of persons with disabilities and persons with reduced mobility (e.g., services on board for people with disabilities and people with reduced mobility)
- Failure to adopt measures for the personal safety of passengers (e.g., physical safety on board, the safety of people and property on board)
- Information on passenger rights
- Service quality (e.g., Trenitalia station staff/services, on-board staff, clerks in the station)
- Difficulties in filing a complaint
- Derogation and limitation clauses in the contract of carriage
- Issues related to loyalty cards, ticket inspection on board and responses to complaints
- Other/Suggestions/Requests:

Select how you would like to receive a refund/compensation, if due:

- Vouchers or other services
- Card used for the purchase/bank transfer

Description

Please describe what happened in regards to the checked item(s):

Annexes

Delegation and identity documents of the user (if the complaint is filed by a person other than the user). Other attachments ...

Place and date _____ **Signature of the Complainant** _____

(**) It is possible to indicate one or more reasons for complaint. For information on passenger rights regarding train services afforded by Regulation (EC) no. 1371/2007, please consult the Transport Regulations at the address: <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-ferroviario/>

Privacy Policy

CLAIMS MANAGEMENT

Personal Data Protection Policy

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

Before acquiring your personal data for the management of the claim, 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 contact details.

- Data Controller – Trenitalia S.p.A. represented by the pro-tempore CEO, who can be contacted via titolaretrattamento@trenitalia.it, with registered office in Piazza della Croce Rossa 1 – Rome.
- DPO – Data Protection Officer contact details: protezionedati@trenitalia.it.

II. Types of personal data

This section outlines the types of data requested from you.

The personal data being processed falls into the following categories:

Personal data of the complainant/user:

- Common data of the person filing the report – Personal data (name, surname, address.), contact details (email)
- Common data of the user (if different from the complainant) and of any other passengers – Personal data (name and surname), copy of their identity document
- Optional data – Telephone contacts, *FRECCIA* card number
- Special Data – Based on the nature of the claim submitted by you, Trenitalia may become aware of data belonging to so-called “special” categories of data (for example, data pertaining to health). In consideration of the fact that this data has been made available to Trenitalia manifestly and freely, no explicit consent is required for handling the procedure. Trenitalia assures you that such data will be processed exclusively for purposes strictly connected and instrumental to the management of the procedure itself. In the absence of such personal data, Trenitalia will not be able to partially or totally follow up with your request. The data will be processed by computer and on paper so as to ensure appropriate security and confidentiality measures.

III. Processing Purposes

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

- a. Handling of complaint procedure (legal basis: *Contractual*)
- b. Transmission of the complaint also containing any particular data to the competent managers (legal basis: *Legal* – Measure 5.2, Annex A to the Transport Regulatory Authority Resolution 28/2021 and Article 9, paragraph 2(G) of the GDPR)
- c. Improvement to the management of complaints in the event of communication difficulties and/or to hasten the response times by means of the telephone contact data 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*, hence your refusal shall render it impossible for Trenitalia S.p.A. to manage the request.

The provision of the data necessary for proceeding with the purpose referred to in Point c) is *Optional*, hence failure to provide such shall exclusively render it impossible for Trenitalia S.p.A. to improve the management of the request in the event of communication difficulties and/or to ensure faster response times.

Any granted consent is freely revocable at any time, without prejudice to the lawfulness of the processing carried out prior to the revocation. The withdrawal of consent may be communicated by contacting the Data Protection Officer via the email address: 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 connected to Trenitalia S.p.A.:

- Persons authorised to carry out the processing (employees of Trenitalia S.p.A.)
- Computer service companies
- Other FS Group companies

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

- Insurance service companies
- Other railway or transport companies to which the complaint shall be transmitted if the subject of the complaint is within their competence – these companies shall process the aforementioned claim as independent Data Controllers
- The Transport Regulation Authority
- Judicial authorities
- Public safety 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.

Your personal data may also be transmitted to other independent Data Controllers or joint Data Controllers on the basis of law or regulation, in accordance with the specific consent provided by you.

The updated list of data recipients is available by contacting the Data Protection Officer via the email address: protezionedati@trenitalia.it.

V. Data Retention

This section covers the amount of time your data is retained.

The personal data you have provided to us shall be retained for 10 years from the conclusion of the complaint.

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. The Data Subjects' Rights

This section provides details on your guaranteed rights.

EU Regulation 2016/679 (Articles 15 to 23) grants 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 and opposition to and the correction, rectification, erasure, limitation and portability of the data. In addition, they may lodge a claim with the Supervisory Authority, which in Italy is the Data Protection Authority.

You may request to exercise your rights before Trenitalia S.p.A. at any time by contacting the Data Protection Officer at the e-mail address: protezionedati@trenitalia.it.

Consent

For the processing mentioned in Paragraph III – “Purpose of Data Processing”:

I consent to the use of my telephone number and/or Carta*FRECCIA* number to better manage the claim upon there being communication difficulties and/or to speed up response times.

I give consent

I do not give consent

Date

Signature