

TICKET/SEASON TICKET REFUND OR COMPENSATION REQUEST FORM

Dear passenger,

By using this form and ticking the relevant box, you can submit both a request for refund of your ticket/season ticket, and a request for compensation for train delays, as well as compensation for PRM: if you want a refund, please fill in every part of the form and submit it to the ticket office at the departure station or at the one where your journey was interrupted. If, instead, you want to request compensation for a train delay, submit it to the ticket office at the arrival station.

If you are the holder of a yearly season ticket and are no longer interested in travelling, remember to attach the original season ticket to the refund application (except for passes issued in PDF format).

The ticket office will issue a receipt to certify that the application has been filed.

The form can also be sent by ordinary mail to the relevant Regional Management Office (*).

We also wish to remind you that your request for refund or compensation for delay can also be submitted via the *webform* available at trenitalia.com.

For further information, refer to "General Conditions of Transport for Trenitalia Passengers, Part III - Regional Transport", available at trenitalia.com

REQUEST FOR

REFUND

COMPENSATION FOR TRAIN DELAY

PRM COMPENSATION

INDICATE THE REASON FOR YOUR REQUEST (SELECT ONE OPTION ONLY)

- Double purchase
- Website anomaly
- Journey opt-out
- Train cancelled
- Opt-out due to departure delay of over 60 minutes
- Strike
- Compensation for arrival delay
- Difference between service purchased and service used
- Compensation for disabled person/PRM (train not accessible indicated in Timetable as accessible)

PURCHASE CHANNEL


- Agency
- Corporate Travel
- Website
- Self Service
- Station ticket office
- Mobile
- Call Centre
- Other (e.g. Trenitalia App, bar, tobacconist, Mobility Welfare) _____

REFUND/INDEMNITY PROVISION METHOD

- Collection of money at the station ticket office (indicate) _____
- Bank transfer
- Charge back to the same payment instrument used for purchase (e.g. credit card)
(In the case of credit card purchase, the refund will be made to the same payment instrument)
- other (e.g. reversal of the invoice/credit note, Mobility Welfare)

JOURNEY DETAILS

Ticket identification number	<table border="1" style="width: 100%; height: 20px;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>																					Train	<table border="1" style="width: 100%; height: 20px;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>							Journey date	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">d</td><td style="text-align: center;">d</td> <td style="text-align: center;">m</td><td style="text-align: center;">m</td> <td style="text-align: center;">y</td><td style="text-align: center;">y</td> <td colspan="2"></td> </tr> </table>									d	d	m	m	y	y		
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PERSONAL AND BANK DETAILS

Surname*	<input type="text"/>	Name*	<input type="text"/>
Address*	<input type="text"/>	no.*	<input type="text"/>
City*	<input type="text"/>	Postcode*	<input type="text"/>
Country*	<input type="text"/>	Province*	<input type="text"/>
Tel.	<input type="text"/>		
email*	<input type="text"/>		
	<small>(only if payment by Bank Transfer was chosen - the account holder of the IBAN must match the applicant's name)</small>		
IBAN*	<input type="text"/>		

(Only for residents abroad or holders of accounts abroad)

BIC/Swift/ABA*

* Mandatory information

NOTES FROM THE PASSENGER

SENDING BY ORDINARY MAIL - LIST OF ADDRESSES

Abruzzo	Via E. Ferrari, snc - 65124, Pescara
Alto Adige	Via Garibaldi, 3 - Garibaldistrasse. 3 - 39100, Bolzano/Bozen
Basilicata	V.le Marconi, Stazione Potenza Centrale - 85100, Potenza
Calabria, Italy	Via Mercalli, 48 - 89129, Reggio Calabria
Campania	Corso Novara, 10 - 80143, Napoli
Friuli-Venezia Giulia	Via Giulio Cesare 5 - 34123, Trieste
Lazio	Via Giolitti, 60 - 00185, Roma
Liguria	Via del Lagaccio, 3 - 16134, Genova
Marche	Via Einaudi, 1 - 60125, Ancona
Molise	Via Novelli, 2 - 86100, Campobasso
Piedmont	Corso Spezia 2 - 10126, Torino
Puglia	Via Giulio Petroni, 10/b - 70124, Bari
Sardinia	Viale La Playa, 17 - 09123, Cagliari
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c. - 90123, Palermo
Tuscany	Viale Spartaco Lavagnini, 58 - 50129, Firenze
Trento	Via Fratelli Fontana, 54 - 38121, Trento
Umbria	P.za Vittorio Veneto, Stazione FS - 06124, Perugia
Valle d'Aosta	P.za Manzetti, 1, 11100, Aosta
Veneto	Sestiere Cannaregio, 2 - Venezia Centro - Ponte della libertà - 30121, Venezia

(*) Please note!

In the case of request for refund or compensation for PRM select the relevant Management Office with reference to the departure station indicated on the ticket. For the departure stations falling within the Lombardy and Emilia Romagna regions only, the request must be sent making reference to the arrival station. When the departure and arrival stations are both within the Lombardy and Emilia Romagna regions, the request must be sent to one of the neighbouring Regional/Provincial Management Offices.

In the case of request for compensation due to train delay select the relevant Management Office making reference to the arrival station indicated on the ticket. For the arrival stations falling within the Lombardy and Emilia Romagna regions only, the request must be sent making reference to the departure station. When the departure and arrival stations are both inside the Lombardy and Emilia Romagna regions, the request must be sent to one of the neighbouring Regional/Provincial Management Offices.

Personal Data Protection Policy
(Pursuant to articles 13 and 14 of European Regulation no. 2016/679)

MANAGEMENT OF REFUNDS OR COMPENSATION DUE TO TRAIN DELAYS OR FOR PRM

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, with registered office in Piazza della Croce Rossa, 1 - Rome.

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

II. Types of personal data

This section outlines the types of data requested from you

- Personal data of the person requesting a refund, purchased directly by the interested party:

Mandatory data: name, surname, email, place and date of birth, residence address, bank details, Serial no. and TI for Smart Card holders, copy of the declarant's identity document (except when the declaration is signed in the presence of the employee assigned to receive it), existence of the conditions pursuant to article 215 of Legislative Decree no. 34/2020 converted by Law no. 77/2020;

Optional data: phone numbers

In the event that the seasonal ticket holder is a minor, personal data of the parent/ guardian /person delegated on behalf of the minor requesting the refund:

Mandatory data: name, surname, email, place and date of birth, residence address, bank details, copy of the declarant's identity document (unless the declaration is signed in the presence of the employee assigned to receive it).

Optional data: phone numbers.

Minor's personal data: Name and Surname, date and place of birth and residence address, Serial no. and TI for Smart Card holders, existence of the conditions pursuant to article 215 of Legislative Decree no. 34/2020 converted by Law no. 77/2020.

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

III. Purpose of Data Processing

This section covers the purpose of the processing carried out on your data

- a. Management of refund procedure. Nature of provision (Mandatory); Legal basis (Contractual and legal)
- b. To improve management of the refund in case of communication difficulties and/or to ensure faster response times; Nature of the provision (Optional); Legal basis (Consent)

The provision of data necessary for the purposes referred to in point a), is of a "mandatory" nature and any refusal to do so may make it impossible for Trenitalia S.p.A. to manage the refund request.

The provision of the data necessary for the purposes referred to in point b) is of an "optional" nature, hence failure to provide it will only make it impossible to improve the management of the refund 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 carried out prior to the revocation. You can revoke consent by contacting the Data Manager of the Regional/Provincial Management Office, or by contacting the Data Protection Officer at the following 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 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 delay refund or reimbursement.
- Judicial or Public Security Authorities

Your data will be processed only by persons expressly authorised by Trenitalia SpA or by companies acting as Data Processors on behalf of Trenitalia SpA, who have signed a special contract that specifically regulates the processing entrusted to these parties and the obligations regarding the protection of the data, which will never be distributed. The updated list of data recipients is available by contacting the Data Manager of the Regional/Provincial Management Office, or the Data Protection Officer via the email address: 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 procedure.

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, with regard to the processing of your personal data, you have the right to ask Trenitalia S.p.A. for access, correction, deletion, limitation, opposition and portability concerning this data. In addition, you may lodge a complaint 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 Data Manager of the Regional/Provincial Management Office or the Data Protection Officer via the following email address: 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 in case of communication difficulties and/or to speed up response times.

I consent

I do not consent

Date

		/			/		
d	d		m	m		y	y

Customer
signature

LIST OF EMAIL ADDRESSES OF THE DATA MANAGERS TO USE EXCLUSIVELY TO EXERCISE THE RIGHTS RECOGNISED BY EU REG. 679/2016 ON THE SUBJECT OF PERSONAL DATA PROTECTION	
Abruzzo	Via E. Ferrari, snc, 65124, Pescara datamanager_abruzzo@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Alto Adige	Via Garibaldi, 3, 39100, Bolzano/Bozen datamanager_bolzano@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza datamanager_basil@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Calabria, Italy	Via Mercalli, 48, 89129, Reggio Calabria datamanager_calabria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Campania	Corso Novara, 10, 80143, Naples datamanager_campania@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Friuli-Venezia Giulia	Viale Miramare, 18 - 34135 Trieste datamanager_fvg@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Lazio	Via Giolitti, 60, 00185, Rome datamanager_lazio@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Liguria	Via del Lagaccio, 3, 16134, Genoa datamanager_liguria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Marche	Via Einaudi, 1, 60125, Ancona datamanager_marche@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Molise	Via Novelli, 2, 86100, Campobasso datamanager_molise@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Piedmont	Corso Spezia, 2, 10126, Torino datamanager_piemonte@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Puglia	Via Giulio Petroni, 10/b, 70124, Bari datamanager_puglia@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Sardinia	Viale La Playa 17, 09123, Cagliari datamanager_sardegna@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c., 90123, Palermo datamanager_sicilia@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Tuscany	Viale Spartaco Lavagnini, 58, 50129, Florence datamanager_toscana@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Trento	Via Fratelli Fontana, 54 - 28121- Trento datamanager_trento@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia datamanager_umbria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Aosta Valley	P.za Manzetti, 1, 11100, Aosta datamanager_vda@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Veneto	Sestiere Cannaregio, 2 - Venezia Centro - Ponte della libertà - 30121, Venezia datamanager_veneto@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.

PART TO BE FILLED OUT BY THE TICKET OFFICE CLERK

REQUEST REFERENCE **

TICKET/SEASON TICKET IDENTIFICATION NUMBER

ORIGINAL TICKET PROVIDED

DATE

 / /

TIME

 :

ADDITIONAL NOTES FROM THE TICKET OFFICE OPERATOR

.....

.....

.....

STAMP

CID

Legible signature by the operator receiving the request

'**' Optional

RECEIPT TO DETACH AND GIVE TO THE CUSTOMER

TICKET OFFICE IN

REQUEST REFERENCE **

TICKET/SEASON TICKET IDENTIFICATION NUMBER

ORIGINAL TICKET PROVIDED

DATE

 / /

TIME

 :

CID

Legible signature by the clerk receiving the request.

STAMP