

Call Centre Service
Personal Data Protection Policy
(According to Articles 13 and 14 of the European Regulation 679/2016)

Before acquiring your personal data for call centre services, Trenitalia S.p.A. invites you to carefully read the policy regarding the protection of personal data.

I. Data Controller and DPO

In this section we indicate our points of contact

- **Data Controller:** Trenitalia S.p.A., represented by the Managing Director pro-tempore, can be contacted at the e-mail address **titolaretrattamento@trenitalia.it**, with registered office at Piazza della Croce Rossa, 1, 00161 Rome.
- **DPO: Data Protection Officer (DPO):** **protezionedati@trenitalia.it**.

II. Types of personal data

In this section we indicate the types of data we request you provide

Data directly acquired from the data subject: name and surname, e-mail, phone number, Cartafreccia number for loyalty program customers.

The data will be processed by computer so as to ensure appropriate security and confidentiality measures.

III. Processing Purposes

In this section, we indicate the purpose of the processing carried out on your data

- a. Purchase request access management: booking change; support request; point transfers for Cartafreccia customers; Nature of provision (*Mandatory*); Legal basis (*Contractual*)
- b. Customer Satisfaction surveys; Nature of provision (*Optional*); Legal basis (*Consent*)

The conferment of the data necessary to pursue the purposes listed in point a) is “*mandatory*” in nature and refusal to provide this data may make it impossible for Trenitalia S.p.A. to provide the required support.

The conferment of the data necessary to pursue the purposes listed in point b) is “*optional*”. Therefore, failure to confer the data directly to the operator will not restrict the services provided but will not allow Trenitalia S.p.A. to measure satisfaction in order to provide services in line with your preferences.

Any consent given is freely revocable at any time, without prejudice to the lawfulness of the processing carried out before revocation. You can revoke your consent using the relevant on-line function or by contacting the Data Manager at the following e-mail address **csvd@trenitalia.it** or by contacting the **Data Protection Officer** at the e-mail address: **protezionedati@trenitalia.it**.

IV. Data recipients

In this section we indicate who will process your data and to whom they will be communicated

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

Parties related to Trenitalia S.p.A.:

- Data processors (Trenitalia S.p.A. employees)
- Service Companies (also IT)

Parties not directly related to Trenitalia S.p.A.:

- Judicial authorities
- Public safety authorities

Your personal data will only be processed by subjects expressly authorised by Trenitalia S.p.A. or by companies acting as **Data Processors**, on behalf of Trenitalia S.p.A., and who have signed a special contract that punctually regulates the processing entrusted to them and the obligations regarding data protection, and will never be disclosed.

The updated list of data recipients is available by contacting the Data Manager at the e-mail address **csvd@trenitalia.it** by contacting the **Data Protection Officer** at the e-mail address: **protezionedati@trenitalia.it**.

V. Data retention

In this section, we indicate how long we will retain your data

The personal data that you have provided will be stored for:

Purposes for which the conferment is mandatory:

- in accessing purchase requests: 10 years from the closure of the purchase request;
- in accessing service requests (i.e. booking change, refund, information requests, etc.): 10 years from the closure of the service request.

Purposes for which the conferment is optional: 1 month from data acquisition.

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. business continuity).

Please note that the above retention times for purposes with mandatory nature refer to managing call centre service access; personal data conferred to obtain specific services (i.e. ticket purchases, refund requests, etc.) are processed and stored according to the specific personal data privacy policies. Please refer to the www.trenitalia.com website.

VI. The Data Subjects' Rights

In this section we indicate which rights we guarantee

EU Regulation 2016/679 (Articles 15 to 23) grants data subjects the exercise of specific rights. In particular, in relation to the processing of your personal data, you have the right to ask Trenitalia S.p.A. for access, correction, cancellation, limitation, opposition and portability. In addition, you may lodge a complaint to the Supervisory Authority, which in Italy is the Data Protection Authority. You can ask Trenitalia S.p.A. to exercise your rights at any time by writing to csvd@trenitalia.it, or contacting the **Data Protection Officer at: protezionedati@trenitalia.it**.