

On board train lost and found Personal Data Protection Policy

(According to Article 13 of the European Regulation 679/2016)

Before acquiring your personal data for on board train lost and found 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 titolaretrattamento@trenitalia.it with registered office at Piazza della Croce Rossa, 1, 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: Common:** personal data (name, surname, residence address, identity document details), contact details (e-mail, telephone contacts), travel data (ticket id).
- **Data acquired automatically while browsing for request submitted via webform:** IP address, type of browser used, ISP, information on the pages visited within the site, access time, permanence on the single page.

The data will be processed by computer and on paper 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) Management of on-board train lost and found; Nature of the conferment (*Mandatory*); Legal basis (*Contractual*)
The conferment of the data necessary for the pursuit of the purpose a) is of a “mandatory” nature and any refusal to do so may make it impossible for Trenitalia S.p.A. to handle the lost and found request.

IV. Data recipients

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

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

Parties related to Trenitalia S.p.A.:

- External consultants and professionals
- Employees
- Custody and delivery companies for lost and found items

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

- Lost property search management company (as an Independent Data Controller)
- 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 duly regulates the processing entrusted to them and the obligations regarding data protection. Such data will never be disclosed to third parties.

The updated list of data recipients is available 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 you have provided to us for the purposes referred to in paragraph III will be kept for 12 months from case closure, without prejudice to the need to comply with a specific request from the Judicial Authority.

VI. The Data Subjects' Rights

In this section we indicate which rights we guarantee

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