

RE-ROUTING IN THE CASE OF OPERATIONAL ABNORMALITIES

Personal Data Protection Policy

(According to Articles 13 and 14 of the European Regulation 679/2016)

Before collecting the personal data necessary for the provision of the re-routing service in case of operational abnormalities, Trenitalia S.p.A. invites you to carefully read the privacy policy regarding the protection of personal data.

I. Data Controller and DPO

In this section we give our contact details

- **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) contact: protezionedati@trenitalia.it.

II. Types of personal data

In this section we indicate the types of data we require from you

- **The Data Subject's Data:**

first and last name, e-mail address, telephone number, Cartafreccia code (if collected when purchasing the ticket), train number, ticket/PNR ID, final destination of the journey; only if required for specific types of re-routing (hotel, taxi, etc.), ID document details (driver's licence/identity card/passport number), destination address.

The above-mentioned data will be processed using paper and computer media so as to guarantee appropriate security and confidentiality measures.

- **Data of other travel companions if the PNR corresponds to several tickets:** first and last name, Cartafreccia code (if collected when purchasing the ticket), train number, ticket id/PNR, final destination of the journey; only if required for specific types of re-routing (hotel, taxi, etc.), ID document details (licence/identity card/Passport number), destination address.

III. Processing Purposes

In this section we inform you of the purpose of the processing carried out on your data

- a) Provision of the re-routing service during abnormal operation; nature of the provision (Mandatory); legal basis (Legal - Regulation (EC) No 1371/2007 of the European Parliament and Council of 23 October 2007).
- b) Disclosure to third parties of data needed to manage specific types of re-routing (e.g. hotels, taxis); nature of disclosure (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 manage the provision of the re-routing service.

The conferment of the data necessary to pursue the purposes listed in point b) is “optional” in nature and refusal to provide this data may make it impossible for Trenitalia S.p.A. to provide specific re-routing (e.g. hotel, taxi).

Any consent given is freely revocable at any time, without prejudice to the lawfulness of the processing carried out before revocation. Revocation of consent may be sent to protezionedati@trenitalia.it.

IV. Data recipients

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

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)
- Other FS Group Companies
- IT Service Companies

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

- Judicial authorities
- Public safety authorities
- Parties involved in booking additional services.

The data will only be processed by parties 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 specific contract that punctually regulates the processing assigned to them and the data protection obligations, and will never be disclosed.

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

V. Data retention

In this section we indicate the time period for which the data will be retained

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

Purposes for which the conferment is mandatory, as referred to in point a): 10 years from the acquisition of the data.

Purposes for which the conferment is mandatory, as referred to in point b): 10 years from the acquisition of the data.

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.

Furthermore, 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 contacting the Data Manager at csvd@trenitalia.it, or contacting the **Data Protection Officer** at: protezionedati@trenitalia.it