

Online activity support
Personal Data Protection Policy
Articles 13 and 14 of European Regulation No. 679/2016

Before acquiring your personal data for managing your request for online support, Trenitalia S.p.A. asks you to carefully read the policy regarding personal data protection.

I. Data Controller and Data Protection Officer

Below are our main contact persons in relation to the processing of personal data:

- Data Controller: Trenitalia, represented by the Chief Executive Officer *pro tempore*, with registered office in Piazza della Croce Rossa 1 – 00161 – Rome, can be contacted at the following email address: titolaretrattamento@trenitalia.it,
- Data Protection Officer: Trenitalia's Data Protection Officer (DPO) can be contacted at the following email address: protezionedati@trenitalia.it

II. Types of personal data

In this section, we indicate the types of data we request.

- Data acquired directly from the data subject: first and last name, e-mail, telephone number.
- Data acquired automatically while browsing the website: to ensure the correct functioning of the website, computer systems are used that automatically acquire certain information, which is directly connected to the use of computer protocols, to maintain proper operation of the system. This information may include, for example: IP address, type of browser used, ISP, operating system, domain name and addresses of websites from which you accessed or exited (referring/exit pages) the site, information on pages visited within the website, access times, time spent on a single webpage, internal path analysis, etc.

The above data will be processed using electronic tools in order to guarantee suitable measures of security and privacy.

III. Purpose of Data Processing

In this section, we indicate the purpose for processing your data

- a. Sending of request for online support; Provision of data (Mandatory); Legal basis; (Contractual)

b. To improve management of the request for online support in the case of communication difficulties and/or to speed up response times; Nature of data provision (Optional); Legal basis (Consent)

The provision of the data necessary to pursue the purposes referred to in point a) is “mandatory” in nature, and refusal to do so could make it impossible for Trenitalia S.p.A. to provide the assistance requested.

Provision of the data necessary for pursuing the purposes referred to in point b) is “optional”, therefore non-provision will not lead to restrictions on the services provided but will not allow Trenitalia S.p.A. to improve the management of the request for online support and response times.

Any consent given may be freely withdrawn at any time, without prejudice to the lawfulness of the processing of data carried out prior to withdrawal. Consent can be withdrawn by contacting the Data Manager at areaclienti@trenitalia.it, or by contacting the Data Protection Officer at protezionedati@trenitalia.it

IV. Data recipients

Your personal data will only be made accessible to persons who have been authorised to process data within Trenitalia. These individuals will be properly instructed in order to avoid the loss of your personal data and to prevent unauthorised parties from accessing the data or from carrying out unauthorised processing of the data itself. Furthermore, your data may be processed by companies that carry out activities on behalf of Trenitalia, including IT Services and call centre services companies. These companies act as Data Processors on behalf of Trenitalia, and have signed a specific contract that duly regulates the processing entrusted to them and their obligations regarding data protection. Your data will never be disseminated. Finally, your personal data may be transmitted to other independent data controllers in accordance with applicable laws or regulations (Judicial authorities, Law enforcement authorities).

The up-to-date list of the persons and companies who are authorised to process data is available by contacting the email address: areaclienti@trenitalia.it, or by contacting the Data Protection Officer at the email address: protezionedati@trenitalia.it.

V. Data retention

In this section, we indicate the length of time your data will be stored.

- Purposes which make the provision of data mandatory: 24 months from the acquisition of the data.
- Purposes which make the provision of data optional: 24 months from the acquisition of the data.

VI. Rights of the data subjects

EU Regulation 2016/679 (Articles 15 to 23) grants data subjects the option to exercise specific rights. In particular, in relation to the processing of your personal data, you have the right to request from Trenitalia S.p.A. the following:

- Access: you may request confirmation as to whether or not data concerning you is being processed, as well as further clarifications regarding the information referred to in this policy;
- Rectification: you may request to rectify or add to the data you have provided us, if it is inaccurate or incomplete;
- Deletion: you may request that your data be deleted if they are no longer necessary for our purposes, in the event of revocation of consent or opposition to personal data processing, in the event of unlawful processing, or should a legal obligation for deletion arise;
- Limitation: you may request that your data be processed only for the purposes of data retention, with the exclusion of other processing, for the period necessary to rectify your data, in the event of unlawful processing for which you oppose deletion, if you are required to exercise your rights in court and the data stored by us may be useful to you and, finally, in the event of opposition to data processing and pending the verification of the prevalence of our legitimate reasons over yours.
- Objection: you may object at any time to the processing of your data, unless there are legitimate reasons for us to proceed with processing which prevail over yours, for example to conduct our operations or mount a defence in court.
- Portability: you may request to receive your data, or have it transferred to another data controller as stipulated by you, in a structured format, which is commonly used and readable by an automatic device.

Furthermore, we would like to inform you that if you believe that your rights have been violated, you have the right to lodge a complaint with the Supervisory Authority, which in Italy is the Data Protection Authority.

You may ask to exercise your rights in relation to Trenitalia S.p.A. at any time by sending an email to areaclienti@trenitalia.it or contacting the [Data Protection Officer](#) at protezionedati@trenitalia.it.