

## TICKET/SEASON TICKET REFUND OR COMPENSATION REQUEST FORM

Dear Passenger,

By ticking the relevant box on this form, you can apply for a refund of your ticket/season ticket, compensation for train delays, or compensation for PRM: if you wish to be reimbursed, please hand it in completely filled out to the ticket office at the station of departure or at the station where your journey was interrupted; if you wish to claim compensation for train delays, please hand it in to the ticket office at the station of arrival.

If you are the holder of an annual season ticket and you no longer wish to travel, please remember to enclose the original copy of your season ticket with your refund application (except for season tickets issued in PDF format).

If Trenitalia has not proposed an alternative route to your final destination within 100 minutes of the scheduled departure time of the service that is the subject of the delay, cancellation or missed connection (limited to single tickets and combined tickets), you are entitled to reimbursement of the expenses incurred to reach your final destination independently with other public transport service providers by rail, coach or bus, provided that the expenses incurred are documented, necessary, adequate and reasonable. If the ticket has already been refunded, Trenitalia assesses the reimbursement of the expenses incurred for the part exceeding the amount refunded (General Conditions of Carriage of Trenitalia, Part I - Common Rules, Point 10, Par. 10.1.1).

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

The form can also be sent by regular post to the competent Regional Department (\*).

We also remind you that the application for refund, delay compensation or PRM compensation can also be submitted via the webform available on [trenitalia.com](http://trenitalia.com).

For more information please consult the "General Conditions of Carriage of Trenitalia, Part III - Regional Transport", available at [trenitalia.com](http://trenitalia.com).

**REFUND**

**COMPENSATION FOR TRAIN DELAY**

**PRM COMPENSATION**

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

- Double purchase**
- Site anomaly**
- Cancellation of the trip**
- Train cancelled**
- Cancellation due to departure delay of more than 60 minutes**

- Strike**
- Compensation for late arrival**
- Service purchased did not correspond to service used**
- Disabled person/PRM compensation (non-accessible train shown in timetable as accessible)**
- Reimbursement of expenses incurred to reach the final destination independently (General Conditions of Carriage of Trenitalia, Part I - Common Rules, Point 10, Par. 10.1.1).**

**MODE OF PURCHASE**


- Travel agency (online and physical)
- Trenitalia for Business B2B (purchase via Trenitalia website or app)
- Trenitalia for Business TRIA (purchase via travel agency)
- Trenitalia website
- Trenitalia app
- Self-service ticket machine
- Station ticket office
- Call centre
- EMV system (Leonardo Express)
- Other (e.g. bar, tobacco shop, Mobility Welfare) \_\_\_\_\_

**REFUND/COMPENSATION PAYMENT METHODS**

- Cash from the station ticket office in (Please specify) \_\_\_\_\_
- Bank transfer
- Electronic bonus
- Re-credited to the same payment method used for the purchase  
(In the case of purchase made by credit card, the refund is made using the same payment method)
- Other ..... (e.g. cancellation of invoice/credit note, Mobility Welfare)

**JOURNEY DETAILS**

<b>Ticket identification number</b>	<b>Train</b>	<b>Date of the journey</b>	
	d d m m y y		
<b>Season ticket identification number</b>	<b>JOURNEY ORIGIN/DESTINATION</b>		
	From _____		
	To _____		
<b>Serial No. and TI No. for Smart Card holders</b>	<b>Train</b>	<b>Date of the journey</b>	
	d d m m y y		



**PERSONAL DETAILS AND BANK DETAILS**

**Surname\***

**Name\***

**Address\***

**No.\***

**Postcode\***

**City\***

**Province\***

**Country\***

**Tel.\***

**Email\***

(only if payment by bank transfer was selected - the IBAN holder must match the applicant's name)

**IBAN\***

(If you are signed up to the X-GO Programme and you do not have your IBAN at the time of the refund/compensation request and would like to receive a bank transfer, you must enter your mobile phone number which PayDo S.p.A. will use to contact you to obtain this information. This initiative is valid for the regions of Tuscany, Liguria and Puglia)

(only for people living abroad or foreign account holders)

**BIC/SWIFT/ABA\***

\*Mandatory fields

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**SENDING BY REGULAR POST - ADDRESS LIST**

Abruzzo	Via E. Ferrari snc – 65124 Pescara
South Tyrol	Via Garibaldi 3 – Garibaldistrasse 3 – 39100 Bolzano/Bozen
Basilicata	V.le Marconi, Stazione Potenza Centrale – 85100 Potenza
Calabria	Via Mercalli 48 – 89129 Reggio Calabria
Campania	Corso Novara 10 – 80143 Naples
Friuli-Venezia Giulia	Viale Miramare 18 – 34145 Trieste
Lazio	Via Giolitti 60 – 00185 Rome
Liguria	Via del Lagaccio 3 – 16134 Genoa
Marche	Via Einaudi 17 – 60125 Ancona
Molise	Via Novelli 2 – 86100 Campobasso
Piedmont	Corso Spezia 2 – 10126 Turin
Puglia	Piazza Aldo Moro, Interno Stazione FS, I Piano – 70122 Bari
Sardinia	Viale La Playa 17 – 09123 Cagliari
Sicily	Via Oreto Nuova – Fondo Alfano snc – 90123 Palermo
Tuscany	Viale Spartaco Lavagnini 58 – 50129 Florence
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 Venice

(\*) Please note:

In the event of a request for refund or PRM compensation, select the competent Department with reference to the station of departure shown on the ticket. For stations of origin in the Lombardy and Emilia Romagna regions only, the request must be sent with reference to the station of arrival. If the stations of departure and arrival are both in Lombardy and Emilia Romagna, the request must be sent to one of the bordering Regional/Provincial Departments.

In the event of a request for compensation for train delays, select the competent Department with reference to the station of arrival shown on the ticket. For destinations in the Lombardy and Emilia Romagna regions only, the request must be sent with reference to the station of departure. If the stations of departure and arrival are both in Lombardy and Emilia Romagna, the request must be sent to one of the bordering Regional/Provincial Departments.

## PROCESSING OF REFUND/COMPENSATION REQUESTS Personal Data Protection Policy (Pursuant to Articles 13 and 14 of European Regulation No. 679/2016)

Before acquiring your personal data, which will be used in the overall management and processing of a refund/compensation request, Trenitalia S.p.A. kindly asks you to carefully read the policy regarding personal data protection.

### I. Data Controller and DPO

*In this section, we indicate our contact persons.*

- Data Controller: Trenitalia S.p.A., with registered office in Piazza della Croce Rossa 1, Rome, Italy, represented by the pro-tempore Chief Executive Officer, can be contacted at the following email address: [titolaretrattamento@trenitalia.it](mailto:titolaretrattamento@trenitalia.it).
- The Data Protection Officer can be contacted at the following email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

### II. Types of personal data

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

- **Mandatory data from the data subject:** name, surname, contact details (mobile phone number and email), address, bank account details, credit card number (if payment has been made using this method), other payment methods used by the passenger to purchase a ticket (e.g. PayPal, Apple Pay, etc.), name of the account holder, travel data (route, ticket number, season ticket number), BIC/Swift/ABA code for passengers residing outside of Italy or foreign bank account holders, identity document details (in the case of a refund carried out at the ticket office).
- **Optional data acquired directly from the data subject:** CartaFreccia/XGO code
- **Delegate's data:** name and surname, date and place of birth, identity document details.

#### For requests sent via web form – 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 the 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 aforementioned data will be processed using electronic and paper-based formats in order to guarantee suitable measures of security and privacy. In the case of a refund request made for a ticket for FS Treni Turistici Italiani, the personal data will be processed by Trenitalia as Data Controller. The complete Policy for FS Treni Turistici Italiani can be consulted [on](http://www.fstrenituristici.it) the website: [www.fstrenituristici.it](http://www.fstrenituristici.it)

### III. Purpose of Data Processing

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

a. Processing of refund/compensation request; Nature of provision of personal data (Mandatory); Legal base (Contractual).

b. Transfer of personal data communicated for the purposes of refund/compensation to other interested parties if necessary for the processing of the claim; Provision of data (Optional); Legal basis (Consent).

Provision of the data necessary to carry out the purposes referred to in point a) is “mandatory” and any refusal could make it impossible for Trenitalia S.p.A. to process the refund request.

Provision of the data necessary to carry out the purposes referred to in point b) is “optional”; therefore, failure to provide the aforementioned data will solely result in making it impossible for Trenitalia to transfer the personal data communicated for the purposes of refund/compensation to other interested parties for the processing of the claim.

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. Withdrawal of consent can be communicated by contacting the **Data Protection Officer** at the following email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

### IV. Data recipients

*In this section, we indicate who will process your data and to whom your data will be communicated.*

In order to pursue the aforementioned purposes, your personal data will be processed by the following parties:

#### Parties attributable to Trenitalia S.p.A.:

- Persons authorised to process data (Trenitalia S.p.A. employees)
- IT Services companies
- Other companies from the FS Group

**Parties not directly attributable to Trenitalia S.p.A.:**

- Third parties, should this be deemed necessary due to the nature of the event concerning the refund/compensation request (if the data subject has given us their consent to transfer the data)
- Judicial authorities
- Law enforcement authorities

Your 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 duly regulates the processing entrusted to them and their obligations regarding data protection. Your data will never be disseminated. The up-to-date list of data recipients is available by contacting the **Data Protection Officer** at the following email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

**V. Data retention**

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

Personal data that has been provided to us by the data subject will be stored for 10 years from the date the refund/compensation procedure was completed.

**VI. Rights of the data subjects**

*In this section, we indicate the rights we guarantee*

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 Personal Data Protection Authority.

You may make a request to Trenitalia S.p.A. to exercise your rights at any time by contacting the **Data Protection Officer** at the following email address: [protezionedati@trenitalia.it](mailto:protezionedati@trenitalia.it).

**CONSENT TO THE PROCESSING OF PERSONAL DATA**

For the processing of personal data as indicated in Paragraph III - "Purpose of Data Processing":

By selecting "I consent" you give your consent to the transfer of your personal data communicated for the purposes of refund/compensation to other interested parties if necessary for the processing of the claim.

I consent

I do not consent

Date 

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d d m m y y

Customer signature \_\_\_\_\_

**LIST OF EMAIL ADDRESSES OF DATA MANAGERS TO BE USED ONLY FOR THE PURPOSE OF EXERCISING THE RIGHTS RECOGNISED BY EU REG. 679/2016 ON THE PROTECTION OF PERSONAL DATA**

Abruzzo	Via E. Ferrari snc – 65124 Pescara <b>datamanager_abruzzo@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
South Tyrol	Via Garibaldi 3 – 39100 Bolzano/Bozen <b>datamanager_bolzano@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Basilicata	V.le Marconi, Stazione Potenza Centrale – 85100 Potenza <b>datamanager_basil@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Calabria	Via Mercalli 48 – 89129 Reggio Calabria <b>datamanager_calabria@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Campania	Corso Novara 10 – 80143 Naples <b>datamanager_campania@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Friuli-Venezia Giulia	Viale Miramare 18 – 34145 Trieste <b>datamanager_fvg@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Lazio	Via Giolitti 60 – 00185 Rome <b>datamanager_lazio@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Liguria	Via del Lagaccio 3 – 16134 Genoa <b>datamanager_liguria@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Marche	Via Einaudi 17 – 60125 Ancona <b>datamanager_marche@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Molise	Via Novelli 2 – 86100 Campobasso <b>datamanager_molise@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Piedmont	Corso Spezia 2 – 10126 Turin <b>datamanager_piemonte@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Puglia	Piazza Aldo Moro, Interno Stazione FS, I Piano – 70122 Bari <b>datamanager_puglia@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Sardinia	Viale La Playa 17 – 09123 Cagliari <b>datamanager_sardegna@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Sicily	Via Oreto Nuova – Fondo Alfano s.n.c. – 90123 Palermo <b>datamanager_sicilia@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Tuscany	Viale Spartaco Lavagnini 58 – 50129 Florence <b>datamanager_toscana@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Trento	Via Fratelli Fontana 54 – 38121 Trento <b>datamanager_trento@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Umbria	P.za Vittorio Veneto, Stazione FS – 06124 Perugia <b>datamanager_umbria@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Valle d’Aosta	P.za Manzetti 1 – 11100 Aosta <b>datamanager_vda@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.
Veneto	Sestiere Cannaregio 2 – Venezia Centro – Ponte della Libertà – 30121 Venice <b>datamanager_veneto@trenitalia.it</b> Email only for the exercise of your rights under Articles 15-23 of European Regulation 679/2016.



**TO BE COMPLETED BY THE TICKETING OPERATOR**

PROCEDURE REFERENCE \*\*

TICKET/SEASON TICKET IDENTIFICATION NUMBER

ORIGINAL COPY OF TICKET HANDED IN

DATE  /  /

TIME  :

ADDITIONAL NOTES BY THE TICKETING OPERATOR

.....  
.....  
.....

**STAMP**

**CID** Legible signature of the operator receiving the request

\*\* Optional

**RECEIPT TO BE DETACHED AND HANDED TO THE CUSTOMER**

TICKET OFFICE OF

PROCEDURE REFERENCE \*\*

TICKET/SEASON TICKET IDENTIFICATION NUMBER

ORIGINAL COPY OF TICKET HANDED IN

DATE  /  /

TIME  :

**STAMP**

**CID** Legible signature of the operator receiving the request