

**REQUEST FOR:
REFUND FOR TRAVEL CANCELLATION DUE TO CORONA VIRUS
(VALID FOR ONE WAY TICKET)**

HOW TO FILL OUT THE FORM

Dear Customer,

In order to help you, we have prepared a procedure for a special refund if you decide not to travel due to Coronavirus. The request can be submitted to the ticket office or by sending this form and the original ticket by post to the Regional Office of the arrival station or by Email attaching this form and a copy of the ticket for which you are requesting the refund; for destinations in the Lombardy region only, the request must be sent with reference to the departure station. In the event of return trip tickets, you may send your request to either of the Regional Offices. Postage stamp will be considered date of request for the refund.

INFORMATION PURSUANT TO ART. 13 of European Regulation 679/2016

REFUNDS MANAGEMENT

Personal Data Protection Policy

(pursuant to Article 13 of EU Regulation no. 679/2016)

Before acquiring your personal data for the overall management of the refund, Trenitalia S.p.A. invites you to carefully read the personal data protection policy.

I. Data Controller and Data Protection Officer

This section provides details on our references

Data Controller: Trenitalia S.p.A. represented by the pro-tempore CEO, who can be contacted at titolaretrattamento@trenitalia.it, with registered office in Piazza della Croce Rossa, 1 - Rome.

Data Protection Officer: Data Protection Officer (DPO) contact details: protezionedati@trenitalia.it.

II. Types of personal data

This section outlines the types of data requested from you

Data acquired directly from the data subject:

name, surname, e-mail address, home address, telephone contacts, bank details, **serial number and TI for Smart Card holders**, any declarations certifying: state of health (quarantine, self-isolation, or positive Covid-19 status); residence/domicile; subject to prohibition to leave an area affected by the contagion; departure or arrival in areas affected by the contagion; participation in public tenders or cancelled events; destination in foreign countries where it is forbidden to travel due to the Covid-19 emergency.

Your data will be processed using electronic and hard copy media in order to guarantee suitable measures of security and privacy.

III. Purpose of Data Processing

This section covers the scope of the processing carried out on your data

- Management of the reimbursement procedure; Nature of the provision (Obligatory); Legal basis (Contractual and Legal)
- Improvement in managing the reimbursement in case of communication difficulties and/or to ensure faster response times; Nature of the contribution (Optional); Legal basis (Consent)

The provision of data necessary for the purposes referred to in point a), is of an "obligatory" nature and any refusal may render it impossible for Trenitalia S.p.A. to manage the refund request.

The provision of the data necessary for the purposes referred to in point b) is of an "optional" nature, hence failure to provide such will merely make it impossible to improve the management of the reimbursement request in case of communication difficulties and/or to ensure faster response times.

The consent given may be freely revoked at any time, without prejudice to the lawfulness of the processing effectuated prior to the revocation. The withdrawal of consent may be communicated by contacting the competent regional Data Manager (see email address below) or the Data Protection Officer via the email address: protezionedati@trenitalia.it.

IV. The data recipients

This section outlines who will process your data and to whom it will be communicated

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

Subjects related to Trenitalia S.p.A.:

- Persons authorised for processing (employees of Trenitalia S.p.A.)
- Other FS Group companies
- Computer Service Companies

Subjects not directly connected to Trenitalia S.p.A.:

- Third-party companies, whereby necessary due to the nature of the event subject to the request for reimbursement.
- Judicial or Public Security Authorities

Your data will be processed only by persons expressly authorised by Trenitalia S.p.A. or by companies acting as Data Processors on behalf of Trenitalia S.p.A. who have signed a special contract that specifically regulates the processing entrusted to such parties and the obligations regarding the protection of the data, which will never be disseminated.

The updated list of data recipients is available upon contacting the competent regional Data Manager (see email to be inserted) or the Data Protection Officer via the email address: protezionedati@trenitalia.it.

V. Data retention

This section covers the amount of time your data will be stored

The personal data you provided to us will be retained for:

Purposes for which its provision is compulsory: 10 years from the closure of the refund case

Purposes for which its provision is optional: 24 months from the acquisition of the data

This is without prejudice to additional retention for the following purposes: archiving in the public interest, scientific or historical research, statistical purposes or technical reasons (such as business continuity).

VI. Rights of the Data Subjects

This section provides details on your guaranteed rights

EU Regulation 2016/679 (Articles 15 to 23) grants the Data Subjects the exercise of specific rights. In particular, in relation to personal data processing, the data subjects have the right to ask Trenitalia S.p.A. for access, correction, rectification, erasure, limitation, opposition and portability. In addition, they may lodge a claim with the Supervisory Authority, which in Italy is the Data Protection Authority.

You can ask to exercise your rights at any time by contacting the competent regional Data Manager (see email address to be inserted) or the Data Protection Officer via the email address: protezionedati@trenitalia.it.

CONSENT TO PERSONAL DATA PROCESSING

Consent

For the processing mentioned in point (b, Par. III — “Purpose of Data Processing”):

I consent to the use of my telephone number for the better management of the refund upon communication difficulties and/or to speed up response times.

I consent

I do not consent

Date

		/			/		
d	d		m	m		a	a

Customer
signature _____

TYPE OF REQUEST

select only one option for Refund

Indicate the reason for cancelling the journey (DL no. 9/2020 art. 28).

I have cancelled my journey for reasons related to the Coronavirus emergency and, in particular, for:

- | | |
|----------|---|
| a | quarantine or self-isolation with active supervision by the competent health authority; |
| b | residence, domicile or subject to a prohibition to leave an area affected by the contagion, as identified by the Prime Ministerial Decree pursuant to art. 3 of Legislative Decree no. 6/2020; |
| c | positive to test for Covid-19; |
| d | journey scheduled with departure or arrival in the areas affected by the contagion, as identified by the Prime Ministerial Decree pursuant to art. 3 of Legislative Decree no. 6/2020; |
| e | having planned to participate in a school trip, public tender or public selection process, event, initiative or meeting of any kind, cancelled, suspended or postponed by the competent authorities (attach documentation proving this option); |
| f | travel to foreign countries prevented/restricted due to the Covid-19 emergency. |

Purchase channel:

- | | | | |
|----------|-----------------------|----------|--|
| a | Station ticket office | f | Point of Sale (e.g. bar, tobacco shop) |
| b | Self Service | d | Call Centre |
| c | Website | h | Mobile |
| d | Welfare Mobility | l | Other |
| e | Travel agency | | |

Refund:

- | | |
|----------|---------------------------|
| a | Receipt for cash |
| b | Bank transfer/Charge back |
| c | Voucher |
| d | Cheque |

JOURNEY DETAILS

TICKET no.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Train

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Journey date

d	d	m	m	a	a														

TICKET no.

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Train

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Journey date

d	d	m	m	a	a														

Serial number
and TI for Smart
Card holders

Train

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Journey date

d	d	/	m	m	/	a	a												



ADDRESS AND E-MAIL LIST FOR REFUND REQUEST DELIVERY

Abruzzo	Via E. Ferrari, snc, 65124, Pescara direzione.abruzzo@trenitalia.it
Alto Adige	Via Garibaldi, 3, 39100, Bolzano/Bozen direzione.altoadige@trenitalia.it
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza direzione.basilicata@trenitalia.it
Calabria	Via Mercalli, 48, 89129, Reggio Calabria direzione.calabria@trenitalia.it
Campania	Corso Novara, 10, 80143, Napoli rimborsi.drcampania@trenitalia.it
Friuli-Venezia Giulia	Via Giulio Cesare 5 - 34123, Trieste direzione.friuli@trenitalia.it
Lazio	Via Giolitti, 60, 00185, Roma rimborsi.drila@trenitalia.it
Liguria	Via del Lagaccio, 3, 16134, Genova rimborsi.drli@trenitalia.it
Marche	Via Einaudi, 1, 60125, Ancona direzione.marche@trenitalia.it
Molise	Via Novelli, 2, 86100, Campobasso direzione.molise@trenitalia.it
Piedmont	Via Nizza, 8 bis, 10125, Torino direzione.piemonte@trenitalia.it
Puglia	Via Giulio Petroni, 10/b, 70124, Bari direzione.puglia@trenitalia.it
Sardinia	Viale La Playa 17, 09123, Cagliari direzione.sardegna@trenitalia.it
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c., 90123, Palermo direzione.sicilia@trenitalia.it
Tuscany	Viale Spartaco Lavagnini, 58, 50129, Firenze rimborsi.drt@trenitalia.it
Trento	Via Fratelli Fontana, 54 - 28121- Trento direzione.trentino@trenitalia.it
Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia direzione.umbria@trenitalia.it
Aosta Valley	P.za Manzetti, 1, 11100, Aosta direzionevalledaosta@trenitalia.it
Veneto	Via Decorati al valor civile, 90, 30171, Venezia direzione.veneto@trenitalia.it

LIST OF DATA MANAGER MAIL ADDRESSES

Abruzzo	Via E. Ferrari, snc, 65124, Pescara datamanager_abruzzo@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Alto Adige	Via Garibaldi, 3, 39100, Bolzano/Bozen datamanager_bolzano@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Basilicata	V.le Marconi, Stazione Potenza Inferiore, 85100, Potenza datamanager_basil@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Calabria	Via Mercalli, 48, 89129, Reggio Calabria datamanager_calabria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Campania	Corso Novara, 10, 80143, Naples datamanager_campania@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Friuli-Venezia Giulia	Viale Miramare, 18 - 34135 Trieste datamanager_fvg@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Lazio	Via Giolitti, 60, 00185, Rome datamanager_lazio@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Liguria	Via del Lagaccio, 3, 16134, Genova datamanager_liguria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Marche	Via Einaudi, 1, 60125, Ancona datamanager_marche@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Molise	Via Novelli, 2, 86100, Campobasso datamanager_molise@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Piedmont	Via Nizza, 8 bis, 10125, Turin datamanager_piemonte@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Puglia	Via Giulio Petroni, 10/b, 70124, Bari datamanager_puglia@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Sardinia	Viale La Playa 17, 09123, Cagliari datamanager_sardegna@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Sicily	Via Oreto Nuova - Fondo Alfano s.n.c., 90123, Palermo datamanager_sicilia@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Tuscany	Viale Spartaco Lavagnini, 58, 50129, Florence datamanager_toscana@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Trento	Via Fratelli Fontana, 54 - 28121- Trento datamanager_trento@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Umbria	P.za Vittorio Veneto, Stazione FS, 06124, Perugia datamanager_umbria@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Aosta Valley	P.za Manzetti, 1, 11100, Aosta datamanager_vda@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.
Veneto	Via Decorati al valor civile, 90, 30171, Venezia datamanager_veneto@trenitalia.it email only for use when exercising your rights under Articles 15-23 of European Regulation 679/2016.