

This form, including the duly signed privacy policy, must be used to send a claim or report to RFI S.p.A. by registered letter pursuant to Legislative Decree 17 April 2014, no. 70 implementing Regulation (EC) no. 1371/2007 of the European Parliament and of the Council of 23 October 2007, relating to the rights and obligations of railway passengers.

Please provide at least the following information to permit us to manage your claim/report:

1. user identification references (name, surname and postal address to which you will want to receive a reply) and of the representative, if any, enclosing, in this case, the authorisation and an identity document for the representative;
2. if available, the identification references of the completed or planned journey (date, time of departure, origin and destination, train number and PNR or ticket code), and of the railway station where the event occurred;
3. the description of the problem, i.e. the inconsistency of the station service found with respect to one or more requirements defined by European or national legislation and by the RFI Service Charter.

Please note that the specific electronic system for sending and managing claims/reports (*RFI responds*) which does not require further submissions, is available on the web at the following link: <http://rfirisponde.rfi.it/RFIrisponde/HomeRfiRisponde.aspx>



## CLAIM/REPORT FORM

To Rete Ferroviaria Italiana S.p.A.

c.a. Affari Regolatori e Antitrust

- Diritti degli Utenti,

Piazza della Croce Rossa 1, 00161, Rome

### Claim/Report

The undersigned .....,  
resident in.....,  
represented by (if applicable).....,  
who for the purposes of this procedure declares to wish to receive any communications and  
reply at the following address (optionally indicate a telephone number while the complete  
mailing address to which you want to receive a reply is mandatory) .....  
.....  
.....states the following:

(the elements indicated in the previous points 2 and 3 must necessarily be provided in this  
part of the claim/report)

[space for claim/report description]



List of enclosed documents, if any:

- 1)
- 2)
- 3)

Date

Signature

## Privacy Policy for RFI Responds - Claims and Reports

### Personal data protection policy (Pursuant to art. 13 and 14 of European Regulation no. 679/2016)

Before obtaining your personal data for the management of claims and reports (for details on the types of applications, please visit the webpage "**Claims and reports**"), Rete Ferroviaria Italiana S.p.A. kindly request you read the personal data protection policy carefully.

### I. Data Controller and DPO

*In this section we indicate our points of contact*

- **Data controller** Rete Ferroviaria Italiana S.p.A., represented by the *pro-tempore* Chief Executive Officer, can be contacted at [titolaretrattamento@rfi.it](mailto:titolaretrattamento@rfi.it), with registered office at Piazza della Croce Rossa no.1, Rome.

- The **Data Protection Officer** can be contacted at [protezionedati@rfi.it](mailto:protezionedati@rfi.it)

In the event that the claim/report is transmitted for profiles under the exclusive or partial authority of other Entities with whom RFI has stipulated specific Protocols, the aforementioned Entities assume the following qualifications respectively:



- **Joint Data Controller:** for the transmission phase of claims/reports which determines the need for an exchange of information between the Parties (Point III. of this policy).
- **Autonomous Data Controller:** for claim/report management.

The policies and contacts of the other companies are available on their relative corporate websites.

## II. Types of personal data

*In this section we indicate what type of data we request*

The personal data processed fall into the following categories:

### **Personal data of the claimant-reporter/user:**

- Common data of those who submit the claim/report: personal data (name, surname, address), contact details (e-mail)
- Common data of the user (if different from the person submitting the claim-report) and of any other passengers: personal data (name and surname), copy of the identity document
- Optional Data: telephone contacts.
- **Special Category Data:** based on the nature of the subject of the claim/report submitted by you, RFI may become aware of data belonging to so-called "special" categories (for example data relating to health). In consideration of the fact that such data have been made available to RFI manifestly and freely, you are not required to give explicit consent for case management. RFI assures you that such data will be processed exclusively for purposes strictly connected and instrumental to the management of the case itself.

## III. Purposes of the Processing

*In this section we indicate why we ask for your data*

The data we ask you to provide through the *RFI Responds* portal are collected solely for managing your claim or report.



More specifically, your data are processed for the following **purposes**:

- a. Claim case management (*Legal basis: Contractual*)
- b. Report case management (*Legal basis: Legitimate Interest*)
- c. Transmission of the claim also containing any special category data to the pertinent entities who have entered into specific Protocols with RFI (*Legal basis: legal - Resolution ART. 28/2021 measure 5.2 and art. 9 par. 2 lett. g) GDPR*)
- d. Transmission of the report also containing any special category data to the pertinent entities who have entered into specific Protocols with RFI (*Legal basis: consent*)
- e. Improvement in claim/report management in the event of communication difficulties and/or speeding up response times through the telephone contact details provided by the data subject (*Legal basis: Consent*)

The provision of data for the pursuit of the purposes referred to in points a), b) and c) is of a "mandatory" nature, therefore its refusal will make it impossible for RFI SpA to manage the application.

The provision of the data necessary for the pursuit of the purpose referred to in point d) is "optional", therefore failure to provide it will make it impossible for RFI SpA to transmit the report.

The provision of the data necessary for the pursuit of the purpose referred to in point e) is "optional", therefore failure to provide it will only make it impossible for RFI S.p.A. to improve the management of the application in the event of communication difficulties and/or to speed up response times.

Any consent given may be revoked at any time, without prejudice to the lawfulness of the processing carried out before revocation. Revocation of consent may be communicated by sending an e-mail to: **privacy-rfirisponde@rfi.it**.

#### **IV. Data recipients**

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



To achieve the above purposes, the personal data provided will be processed by the following:

**> Processed by Rete Ferroviaria Italiana S.p.A.**

- **FS Technology S.p.A. (for computer services)**

Your data will be processed solely by parties expressly authorised by Rete Ferroviaria Italiana S.p.A. or by companies acting as Data Processors, on behalf of Rete Ferroviaria Italiana S.p.A., and which have signed an appropriate contract clearly governing the processing assigned to them and their data protection obligations.

Your personal data will be made accessible only to those persons within the company who need them because of their duties or their hierarchical position. Such persons will be suitably trained in order to prevent loss, access to the data by unauthorised persons or unauthorised processing of the data.

**> Not processed by Rete Ferroviaria Italiana S.p.A.**

Your personal data may also be transmitted to other autonomous entities who are data controllers or joint controllers as far as they are concerned (e.g.: Station service managers, railway undertakings, public authorities, judicial and public safety authorities, etc.).

**An updated list of data recipients** is available by e-mail from [privacy-rfirisponde@rfi.it](mailto:privacy-rfirisponde@rfi.it).

## **V. Data dissemination**

*In this section we assure you that your data will not be disseminated*

Your personal data will never be published, displayed or made available to/consulted by unspecified persons.

## **VI. Data retention**

In this section we indicate how long we will store your data



The personal data you have provided will be kept for the time needed to manage the claim or report and, in any case, for no longer than 10 (ten) years. The data may be kept for a longer period for the following purposes:

- Public interest archiving, scientific or historical research, statistical purposes or technical reasons (e.g., operational continuity).

## VIII. Rights of Data Subjects

*In this section we indicate what your rights are*

The EU Regulation 2016/679 (Articles 15 to 23) confers specific rights on data subjects. In particular, in relation to the processing of your personal data, you have the right to request from Rete Ferroviaria Italiana S.p.A. relating to access, rectification, erasure, restriction, objection and portability. You may also lodge a complaint against the Control Authority, which in Italy is the Italian Data Protection Authority.

At any time, you may contact Rete Ferroviaria Italiana S.p.A. to exercise your rights at [privacy-rfirisponde@rfi.it](mailto:privacy-rfirisponde@rfi.it) or by emailing the **Data Protection Officer** at [protezionedati@rfi.it](mailto:protezionedati@rfi.it).

### Consent

For the processing indicated in Par. III - "Purpose of the processing" lett. d)

I consent to the transmission of the report, also containing special category data (for example data suitable for revealing the state of health), for exclusive or partial pertinence, to other Entities with whom RFI has stipulated specific Protocols.

I consent

I do not consent

For the processing indicated in Par. III - "Purpose of the processing" lett. e):



I consent to the use of my telephone/mobile number for the best management of the claim/report in case of communication difficulties and/or to speed up response times.

I consent

I do not consent

At any time, you can revoke the consents issued above, without prejudice to the lawfulness of the processing based on the consents given before the revocation.

Date, \_\_\_\_\_

signature \_\_\_\_\_