



Rail passenger services. sfmA line

COMPLAINT FORM

Details of the complainant

Name .....

Surname .....

Address

Postal code .....

City .....

Country .....

e-mail .....

Details of the user (if other than the complainant) and any other passengers

Name .....

Surname .....

Journey details .....

Authorized outlet \ ticket office .....

Pass number .....

Station of departure: .....

Station of arrival: .....

Scheduled time of departure: .....

date: ..... / ..... /.....

Actual time of departure .....

Scheduled time of arrival: .....

Actual time of arrival .....

Grounds of complaint. Please tick as appropriate next to the relevant entries

- Methods of ticket sale
- Travel information and reservation systems
- Information before and during the journey
- Transport of bicycles
- Information in case of cancellation of services or delay
- Re-routing or reimbursement in case of cancellation of services or delay in departure



companies appointed by GTT for the supplying, inspection and the maintenance of the informatic systems.

GTT will not transfer data to third countries or international organizations. Data are stored for 10 years from the opening of the processing (ordinary limitation period); in case of judicial dispute, they will be stored until the judgement becomes "res judicata" at all instances provided for by the applicable judicial system.

The data subject shall have the right to:

- obtain from GTT confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to them (art. 15 EU Regulation 2016/679) by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

- obtain from GTT the rectification of inaccurate personal data concerning him or her and/or have incomplete personal data completed (art. 16 EU Regulation 2016/679) by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

- Obtain from GTT the erasure of personal data collected for the purpose of handling the after-sale issues where one of the following grounds applies: they are no longer necessary in relation to the purposes for which they were collected or otherwise processed; they have been unlawfully processed, have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject (art. 17 EU Regulation 2016/679). The data subject can exercise his/her right by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

- Obtain from GTT restriction of processing where one of the following applies: the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data; the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead; the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims (art. 18 EU Regulation 2016/679). The data subject can exercise his/her right by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

- Obtain from GTT the personal data concerning him or her, which are computationally managed, in a structured, commonly used and machine-readable format (art. 20 EU Regulation 2016/679) by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

The data subject shall have not the right to:

- object to the processing of data collected for the after-sale issues since their processing is based on consent pursuant to art. 6 par. 1 lit. b) of EU Regulation 2016/679 (performance of a contract) and not on art. 6 par. 1 lit. e) - performance of a task carried out in the public interest - or lit. f) - legitimate interest of the data controller (art. 21 EU Regulation 2016/679) or for marketing purposes.

Data subject shall have the right to lodge a complaint with a supervisory authority, if the data subject considers that the processing of personal data relating to him or her infringes the EU Regulation 2016/679. Complaint can be lodged with a supervisory authority in the Member

**State of his or her habitual residence, place of work or place of the alleged infringement (art. 77 Eu Regulation 2016/679). Personal data are necessary in order to handle any issue in the after-sale stage, otherwise it may be not possible to examine the case.**

**The data are not subject to an automated decision-making process.**



Rail passengers services. SfmA line

REV 000 of  
07/12/2021

Delegation of complaint presentation

I, the undersigned .....,  
appoint ..... as a proxy to present, on my  
behalf, a complaint about the rail passenger service on the sfmA line to GTT

## PRIVACY POLICY

GTT S.p.A. is the data controller; it is contactable by email at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it), or alternatively you can send your letter to GTT Titolare Privacy - C.so Turati 19/6 - 10128 Torino - Italia. The DPO is contactable by email at [dpo@pec.gtt.to.it](mailto:dpo@pec.gtt.to.it) or alternatively you can send your letter to GTT DPO - C.so Turati 19/6 - 10128 Torino - Italia.

Personal data are collected for the purpose of handling the after-sale issues.

For what concerns the delegator's personal data, please refer to the information provided on the Rail passengers services. SfmA line complaint form.

For what concerns the delegate's personal data, the consent is the legal basis of the processing pursuant to GDPR, art. 6 par. 1 point. a).

Personal data are processed by GTT authorized staff. GTT will not transfer data to third countries or international organizations.

Data are stored for 10 years from the opening of the processing (ordinary limitation period); in case of judicial dispute, they will be stored until the judgement becomes "res judicata" at all instances provided for by the applicable judicial system.

The delegate has the right, by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia, to:

- obtain from GTT confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to them (GDPR, art. 15)

- obtain from GTT the rectification of inaccurate personal data concerning him or her and/or have incomplete personal data completed (GDPR, art. 16)

- Obtain from GTT the erasure of personal data collected only if they are no longer necessary in relation to the purposes for which they were collected or otherwise processed; they have been unlawfully processed, have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject (GDPR, art. 17).

- Obtain from GTT restriction of processing where one of the following applies: the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data; the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead; the controller no longer needs the personal data for the purposes of the processing, but they are

required by the data subject for the establishment, exercise or defence of legal claims (GDPR, art. 18).

- obtain from GTT the personal data concerning him or her, which are computationally managed in a structured, commonly used and machine-readable format (art. 20 EU Regulation 2016/679) by writing at [titolare.privacy@gtt.to.it](mailto:titolare.privacy@gtt.to.it) or sending a letter to GTT-Titolare privacy - C.so Turati 19/6 - 10128 Torino - Italia

The data subject shall have not the right to:

- object to the processing of data collected for the after-sale issues since their processing is based on consent pursuant to GDPR, art. 6 par. 1 lit. a). The delegate has the right to lodge a complaint with a supervisory authority, if the data subject considers that the processing of personal data relating to him or her infringes the GDPR. Complaint can be lodged with a supervisory authority in the Member State of his or her habitual residence, place of work or place of the alleged infringement (art. 77 EU Regulation 2016/679).

It is not mandatory to provide personal data; however, they are necessary in order to submit a complaint about the rail passenger service on the sfmA line. The data are not subject to an automated decision-making process.

I give my consent to the processing of my personal data.

Yes no date signature of the delegate \_\_\_\_\_