

COMPLAINT FORM TO THE SERVICE PROVIDER



Details of complainant

Name:		Surname:
Name (if not a natural person):		
Address:		
Postcode:	City:	Country:
E-mail:		
Telephone (optional):		

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

Name:	Surname:
Name:	Surname:
Name:	Surname:
Name:	Surname:

Details of journey

Travel agent/tour operator/ticket vendor (if applicable):			
Reservation code/ticket number:			
Terminal/stop of departure:		Terminal/stop of arrival:	
Scheduled time of departure:		- hour:	date:
Actual time of departure (where not coinciding with the scheduled time)		- hour:	date:
Line (if applicable):			

Grounds of complaint for regular services where the scheduled distance is 250 km or more. Please tick as appropriate next to the relevant entries (*)

- ☐ Ticket issue/Discriminatory tariff or contract conditions
- ☐ Rights of disabled persons or persons with reduced mobility
- ☐ Information in case of cancellation or delay in departure
- ☐ Assistance at terminals in case of cancellation or delay in departure
- ☐ Re-routing or reimbursement in case of cancellation, delay in departure or overbooking
- ☐ Travel information
- ☐ Information on passengers' rights
- ☐ Difficulty in the submission of the complaint
- ☐ Other:

Choose how you wish to receive compensation/reimbursement, if due:

- ☐ Vouchers or other services

☐

Grounds of complaint for regular services where the scheduled distance is less than 250 km. Please tick as appropriate next to the relevant entries (*)

- ☐ Discriminatory tariff or contract conditions
- ☐ Rights of disabled persons or persons with reduced mobility
- ☐ Travel information
- ☐ Information on passengers' rights
- ☐ Difficulty in the submission of the complaint
- ☐ Other:

Choose how you wish to receive compensation/reimbursement, if due:

- ☐ Vouchers or other services

☐

(*) You can specify one or more reasons of complaint. For information on the rights of bus and coach passengers under Regulation (EU) No. 181/2011, please refer to the website of the Transport Regulation Authority at the following link:
<https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

Description. Please describe the events with respect to all items with a tick mark

Annexes

Proxy and user identity document (in case the complaint is submitted by a person other than the user)
Other attachments: ...

SIGNATURE OF THE COMPLAINANT: _____

Place: _____

Date: _____

Please hand this form to: TICKET POINT AREZZO, VIA PIERO DELLA FRANCESCA, 1
By Postal mail to: TRASPORTO FERROVIARIO TOSCANO S.P.A., VIA GUIDO MONACO 37, 52100 AREZZO
By e-mail to: commercial@tiemmespa.it
By PEC : tiemmespa@pec.it

NOTICE PURSUANT TO ARTICLE 13 OF EU REGULATION 679/2016 AND THE ITALIAN PRIVACY CODE AS AMENDED BY LEGISLATIVE DECREE 101/2018

Transportation

INTRODUCTION

At TIEMME S.p.A., ByBus s.c.r.l., and Trasporto Ferroviario Toscano S.p.A., your privacy and the security of your personal data are extremely important to us. For this reason, we collect and process your data with the utmost care and attention, while also implementing specific organizational and technical measures to ensure full security in handling such data.

Pursuant to Article 13 of the European Regulation 679/2016 (the "GDPR" or the "Regulation") and Legislative Decree 196/2003 (the "Italian Privacy Code"), as amended by Legislative Decree 101/2018 (together referred to as the "Privacy Law"), we hereby inform you that your personal data will be processed as outlined below.

JOINT CONTROLLERSHIP AGREEMENT

Your personal data will be processed jointly by the following parties (hereinafter referred to as the "Joint Controllers" or simply the "Controllers"):

- TIEMME S.p.A., registered office: Via Guido Monaco 37, 52100 Arezzo, VAT No. 02046440513
- ByBus S.c.r.l., registered office: Strada di Busseto 18/C, 53100 Siena, VAT No. 01122240524
- Trasporto Ferroviario Toscano S.p.A., registered office: Via Guido Monaco 37, 52100 Arezzo, VAT No. 01816540510

These entities have entered into a joint controllership agreement pursuant to Article 26 of the GDPR, in connection with the processing of personal data related to the sale and provision of public transportation tickets and services, both urban and interurban. This agreement clearly defines their respective responsibilities in complying with the obligations set out by the Privacy Law.

In accordance with legal requirements, the key elements of this agreement are made available to data subjects through this privacy notice.

1. JOINT CONTROLLERS AND CONTACT INFORMATION

The joint data controllers, pursuant to Article 26 of the GDPR, are TIEMME S.p.A., ByBus S.c.r.l., and Trasporto Ferroviario Toscano S.p.A., as identified above. The contact details of the Joint Controllers, which data subjects may use for matters related to this privacy notice and the relevant data processing, are as follows:

- Certified email (PEC): tiemmespa@pec.it
- Email: segreteria@tiemmespa.it
- Telephone: +39 0577 309939

2. DATA PROTECTION OFFICER (DPO) CONTACT DETAILS

The Data Protection Officer may be contacted by data subjects regarding any matters related to the processing of personal data or the exercise of their rights under applicable data protection laws.

You can reach the DPO at: dpo@tiemmespa.it

3. CATEGORIES OF PERSONAL DATA PROCESSED

The Joint Controllers will process the following categories of personal data:

- a) So-called "ordinary" data, such as personal details, contact information, payment data, etc.;
- b) Special categories of data under Article 9 of the GDPR, including but not limited to health data, disability-related data, and any other information required to access discounted fares or similar benefits.

4. PURPOSES AND LEGAL BASES FOR PROCESSING – NATURE OF DATA PROVISION

Personal data will be processed for purposes related to the sale and provision of public transportation tickets and services, including urban and interurban transit, as well as related and ancillary services, such as:

- Management of reservations and payments;
- Management of any authorizations for minors;
- Issuance of travel tickets and passes;
- Verification of tickets by security personnel;
- Management of fines and administrative penalties and related appeals;
- Customer care and user assistance services;
- Management of any procedures relating to lost and/or found items;
- Reporting and analysis of service usage;
- Data retention for tax and accounting purposes;
- Fraud prevention;
- Management of refund requests, complaints, and disputes;
- Regulatory compliance.

The legal bases for processing are:

- a) The performance of a contract to which the data subject is a party or in order to take steps at the data subject's request prior to entering into a contract (Art. 6(1)(b) GDPR);
- b) Compliance with a legal obligation to which the Joint Controllers are subject (Art. 6(1)(c) GDPR);

c) The performance of a task carried out in the public interest (Art. 6(1)(e) GDPR);

d) The legitimate interests pursued by the Joint Controllers (Art. 6(1)(f) GDPR).

The provision of personal data is necessary to establish and manage the contractual relationship. Failure to provide such data will make it impossible to deliver the requested service.

5. DATA RETENTION PERIOD

Personal data will be retained for as long as necessary to achieve the purposes described above and, in any case, for no more than ten years from the end of the contractual relationship.

Longer retention periods may apply in the event of a legal dispute. In such cases, personal data will be retained for the duration of the legal or out-of-court proceeding and, if a decision is issued, for the time required to enforce it.

6. RECIPIENTS OF PERSONAL DATA

The following categories of individuals may have access to the personal data:

a) Within the organizational structure of the Joint Controllers, data may be accessed—only as strictly necessary and in accordance with their specific roles—by individuals designated as Data Processing Delegates pursuant to Article 2-quaterdecies of Legislative Decree 196/2003 or as Authorized Persons under Article 29 of the GDPR. These individuals will operate under specific instructions provided by the Joint Controllers to ensure secure processing of your personal data.

b) Data Processors

Entities appointed as Data Processors pursuant to Article 28 of the GDPR may process personal data on behalf of the Joint Controllers for specific purposes (e.g., consultancy firms). These entities will operate under a specific agreement designed to ensure secure data processing.

The complete list of such Data Processors is available upon request by contacting the Joint Controllers at the addresses provided in this notice.

If necessary to protect a right or legitimate interest of the Joint Controllers, or when required by law, your personal data may also be disclosed to administrative or judicial authorities, who will act as independent data controllers.

7. TRANSFER OF PERSONAL DATA TO NON-EU/EEA COUNTRIES

The Joint Controllers do not transfer your personal data to countries outside the European Economic Area (EEA).

However, if any third parties are located in or use cloud services hosted in non-EU countries, please be informed that such countries will offer an adequate level of data protection, as established by specific decisions of the European Commission.

Transfers to third countries that do not offer adequate protection will only take place with your explicit consent, or based on specific agreements between the Joint Controllers and the recipients, which include appropriate safeguards such as the European Commission's Standard Contractual Clauses, or if the transfer is necessary for the performance or execution of a contract or to handle your specific requests.

8. DATA SUBJECT RIGHTS

You have the right to exercise the following rights concerning the personal data processed as described in this notice, as provided for and guaranteed by the GDPR:

a) **Right of access and rectification (Articles 15 and 16 GDPR):** You may access your personal data and request corrections, modifications, or additions. Upon request, the Joint Controllers will provide a copy of your data.

b) **Right to erasure (Article 17 GDPR):** In cases provided for by law, you may request the deletion of your personal data. Upon receiving and reviewing your request, the Joint Controllers will delete your data if the request is deemed legitimate.

c) **Right to restriction of processing (Article 18 GDPR):** You may request the restriction of processing in the case of unlawful processing or disputes regarding the accuracy of the data.

d) **Right to data portability (Article 20 GDPR):** You may request to receive your personal data from the Joint Controllers and transmit it to another controller, in the circumstances provided by the Regulation.

e) **Right to object (Article 21 GDPR):** You may object at any time to processing based on the Joint Controllers' legitimate interest, stating the reasons for your request. The Joint Controllers will evaluate your reasons before deciding whether to uphold the objection.

f) **Right to lodge a complaint (Article 77 GDPR):** You have the right to file a complaint with the competent Data Protection Authority if you believe that your rights have been violated or are being infringed in connection with the processing of your personal data.

You may exercise your rights at any time by contacting the Joint Controllers using the contact details provided in this notice.

As required under Article 26(3) of the GDPR, we inform you that you may exercise your rights against any of the Joint Controllers individually.

9. ORGANIZATIONAL AND TECHNICAL SECURITY MEASURES (ARTICLE 32 GDPR)

The Joint Controllers adopt appropriate and preventive security measures to protect the confidentiality, integrity, completeness, and availability of your personal data. Technical, logistical, and organizational safeguards are in place to prevent damage, loss (including accidental), alteration, or unauthorized access and misuse of the data.

10. CHANGES TO THIS PRIVACY NOTICE

This privacy notice may be subject to future updates or amendments, particularly as a result of regulatory developments in the field of data protection or changes in the operations of the Joint Controllers.

In such cases, the Joint Controllers commit to providing you with the updated version of this notice.

Version: July 2025