

Complaint Form

Passengers wishing to submit a complaint to Ferrovia Circumetnea may use this form, complete it and send it by e-mail to info@circumetnea.it.

Details of the person submitting the complaint

First Name		Last Name	
Company/Organisation name (if not an individual)			
Tax Identification Number (optional)			
Address (Street/Square)	No.	Postcode	City
Telephone (optional)	E-mail		

Passenger details (if different from the complainant) and details of any other passengers

First name		Last name	
First name		Last name	
First name		Last name	
First name		Last name	
First name		Last name	
First name		Last name	

Ticket / Travel Pass

Tick the applicable option

Ticket		Travel pass	
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Type of service

Tick the applicable option

Metro		Narrow-gauge railway service		Bus /Coach service	
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Journey details

Departure station		Arrival station	
Scheduled departure time		Date	
Actual departure time (if different from the scheduled time)		Date	
Scheduled arrival time		Date	
Actual arrival time (if different from the scheduled time)		Date	

Reason for complaint

Tick the applicable option

Availability of tickets and reservations	
Travel information and operations regarding reservation systems	
Pre-journey information and information during the journey	
Carriage of bicycles	
Information in the event of delay or cancellation of a service	
Assistance in the event of delay or cancellation of a service	
Reimbursement and re-routing in the event of delay, missed connection or cancellation	

Compensation for delay	
Service quality standards	
Information to passengers about their rights	
Failure to make a scheduled station stop	
Advance payments in the event of passenger death or injury / Insurance and coverage of liability	
Failure to take adequate measures to ensure passengers personal security	
Rights of persons with disabilities and persons with reduced mobility	
Waiver, derogation or restrictive clauses in the transport contract	
Failure to issue a ticket	
Complaint-handling procedure	
Other	

Description. Please describe what happened in relation to all the options you ticked.

[illegible]

Attachments

Authorisation and passenger identification document (where the complaint is submitted by a person other than the passenger).

Other attachments

Preferred payment method for reimbursement or compensation

Select how you wish to receive the reimbursement (if due)

Replacement of Ticket or Travel Pass	
Reimbursement to the payment card used for the transaction	
Credit to FCE App digital wallet	
Cash (at the Catania Borgo ticket office, Via Caronda 352/a - Catania)	
Bank transfer	

[illegible]

Signature of the complainant

Place: _____

Date: _____

CONSENT TO THE PROCESSING OF PERSONAL DATA

The undersigned _____, pursuant to Article 6(1)(a) of Regulation (EU) 2016/679 (hereinafter the "GDPR"), declares that he/she has read the Privacy Notice and freely consents to the processing of his/her personal data by Ferrovia Circumetnea (the Data Controller) for the following purposes:

1) Customer profiling, including by electronic processing, for the sale of Ferrovia Circumetnea tickets and travel offers, as well as related services such as complaint handling, reimbursement management, defensive submissions and requests for information. Please note that, without this consent, it will not be possible to purchase tickets or travel passes - including online - or to fulfil the contractual obligations undertaken.

YES ☐

NO ☐

2) Profiling, including by electronic processing, of personal behaviour and consumption habits in relation to Ferrovia Circumetnea products and services, in order to improve the services provided, meet specific needs and tailor commercial offers of interest.

YES ☐

NO ☐

3) Commercial communications, information and promotion of products and services, customer satisfaction surveys concerning the quality of services already received, and market research, including through automated means (e.g. telephone, SMS, MMS, fax, e-mail and web applications).

YES ☐

NO ☐

4) Commercial communications, information and promotion of products and services through automated means (e.g. telephone, SMS, MMS, fax, e-mail and web applications) by Third Parties.

YES ☐

NO ☐

The undersigned _____, pursuant to Article 9(2)(a) of the GDPR, having read the Privacy Notice on the processing of personal data by the Data Controller, freely consents to the processing of his/her special categories of personal data, where processed, for the purposes set out in the Privacy Notice.

YES ☐

NO ☐

Place and date

Legible signature of the data subject

PRIVACY NOTICE ON THE PROCESSING OF PERSONAL DATA (PURSUANT TO ARTICLE 13 OF EU REGULATION 2016/679)

The legislation currently in force on the processing of personal data, as set out in Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, hereinafter the "EU Privacy Regulation" or "GDPR"), contains provisions intended to ensure that personal data are processed in compliance with the fundamental rights and freedoms of natural persons, with particular regard to the right to protection of personal data.

1. Purpose of processing

Personal data are processed for the purpose of handling complaints and reimbursement requests.

2. Types and retention of personal data processed

Within the limits of the purposes described above, the Data Controller will process personal data relating to identity details, residence, domicile, behaviour in the use of the railway service and bank details. These data will be retained for 5 (five) years. Any processing of special categories of personal data by the Data Controller is based on Article 9(2)(a) of the GDPR.

3. Processing of data

For transparency and in compliance with the principles set out in Article 12 of the GDPR, "processing of personal data" means any operation or set of operations performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or any other form of making available, alignment or combination, restriction, erasure or destruction. The processing of personal data may be carried out with or without the use of electronic or automated means and will also include, within the limits and under the conditions laid down by the GDPR, disclosure to the persons referred to in point 6 below.

4. Methods of data processing

The personal data processed are:

- a. processed lawfully and fairly by persons authorised to perform these duties, who are continuously identified, appropriately instructed and informed of the obligations imposed by the GDPR;
- b. collected and recorded for specified, explicit and legitimate purposes, and used in further processing operations in a manner compatible with those purposes;
- c. accurate and, where necessary, kept up to date;
- d. relevant, complete and not excessive in relation to the purposes for which they were collected or subsequently processed;
- e. kept in a form permitting identification of the data subject for no longer than is necessary for the purposes for which they were collected or subsequently processed;
- f. processed using paper, IT or electronic means and with security measures designed to ensure the confidentiality of the data subject and prevent unauthorised access by third parties or unauthorised personnel.

5. Nature of the provision of data

The provision of certain personal data is necessary. If the requested personal data are not provided, or if the data subject objects to processing, it may not be possible to handle the request referred to in point 1 above.

6. Disclosure of data and transfer abroad

The personal data collected are processed by authorised staff who need to know them in order to carry out their duties and by external parties who may act, as appropriate, as Joint Controllers or Processors, including third-party companies responsible for issuing and managing invoices.

The data will not be disseminated.

7. Rights of the data subject

Pursuant to Articles 15-20 of the GDPR, you may exercise specific rights, including the right to obtain access to personal data in an intelligible form and to have them rectified, updated or erased. You also have the right to obtain restriction of processing from the Company and may object to processing on legitimate grounds. If you believe that the processing of your personal data infringes the GDPR, you have the right to lodge a complaint with the Italian Data Protection Authority pursuant to Article 77 of the GDPR.

8. Data Controller and Data Protection Officer (DPO)

The Data Controller, pursuant to Article 4.1.7 of the GDPR, is Ferrovia Circumetnea.

The Data Protection Officer (also "DPO") is Eng. Riccardo Quirico. To exercise the rights under the GDPR referred to in point 7 of this notice, you may contact the DPO. Any request for information concerning the identification of Processors acting on behalf of the Data Controller must also be addressed to the DPO.

The complete list of Processors and the categories of persons authorised to process personal data are available upon request