

# COMPLAINT FORM

**Autolinee Curcio srl**  
**Via Fornaci, 6**  
**84035 – Polla (SA)**  
**Italy**

## Complaint submitted by

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

## Passenger details (if different from the claimant) and other passengers

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

## Journey details

Travel Agent/Tour Operator / Carrier (if relevant):		
Booking Reference/Ticket Number:		
Terminal of Departure:		Terminal of Arrival:
Scheduled timetable	- (hh:mm):	date (dd/mm/yy) <input type="text"/>
Real timetable (if different than the scheduled timetable)	- (hh:mm):	date (dd/mm/yy) <input type="text"/>
Busline (if relevant):		

### Reasons for the complaint for regular services where the scheduled distance is 250 km or more.

- ☐ Issuance of the ticket/Discriminatory tariff or contract conditions
- ☐ Rights of disabled persons and persons with reduced mobility
- ☐ Information on cancellations and delays
- ☐ Assistance in case of cancellation or delayed departure
- ☐ Re-routing or refund in case of cancellations, delays, overbooking
- ☐ Information on journey
- ☐ information on passenger rights
- ☐ failure to communicate the outcome of the complaint

Other:

☐

**Please specify how to receive the refund, if needed:**

- ☐ Voucher
- ☐ Bank Transfer – Addressed to: \_\_\_\_\_  
IBAN: \_\_\_\_\_; BIC: \_\_\_\_\_; SWIFT: \_\_\_\_\_.

### Reasons for the complaint for regular services where the scheduled distance is equal to or less than 250 km

- ☐ Discriminatory tariff or contract conditions
- ☐ Rights of disabled persons and persons with reduced mobility
- ☐ Information on journey
- ☐ information on passenger rights
- ☐ failure to communicate the outcome of the complaint

Other:

☐

**Please specify how to receive the refund, if needed:**

- ☐ Voucher
- ☐ Bank Transfer – Addressed to: \_\_\_\_\_  
IBAN: \_\_\_\_\_; BIC: \_\_\_\_\_; SWIFT: \_\_\_\_\_.

(\*) It's possible to specify one or more reasons of complaint. For further information on passengers' rights you can consult <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus/>

**Please describe the problem**

Authorization. And user ID card  
Other attachments

CLAIMANT SIGNATURE: \_\_\_\_\_

Place:: \_\_\_\_\_

Date:: \_\_\_\_\_

## **PRIVACY POLICY**

Privacy policy pursuant to the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL describes the aim of treatment personal data of travellers.

### **1. NAME AND ADDRESS OF THE CONTROLLER**

The person responsible for the processing of your personal data is Autolinee Curio srl , located in Via Fornaci, 6 - 84035 Polla (SA) Number REA SA 158421, social security number e n. iscr. to Registro Imprese 01129000657 ("**Curcio**" o il "**Titolare**").

The person responsible for the processing of your personal data is Autolinee Curio srl ("**Responsabile**").

### **2. WHICH DATA DO WE COLLECT?**

Personal data that are going to be treated, include:

- a) Identificative data and contact with travellers;
- b) the references of the trip, the type of service, the date of receipt of the complaint, the reasons for the complaint on the form completed by the traveller;
- c) c) any additional information that the Traveller submits with the claim, including, where applicable, personal data belonging to special categories (such as, for example, data relating to health);

The provision of the Traveller's personal data is optional; however, failure to provide such data may make it impossible for Curcio to properly investigate the Traveller's complaint.

### **3. PURPOSE OF PROCESSING AND LEGAL BASIS**

The processing of the personal data listed in paragraph 2 above will be carried out by the Owner for the main purpose of investigating and appropriately handling the complaint submitted by the Traveller, in all its phases - including any legal disputes that may arise.

With particular reference to the personal data referred to in paragraph 2, lett. a) and b), the legal basis is represented by the legal obligations imposed on Curcio, as well as the legitimate interest of the Owner, represented by the right to ascertain, exercise or defend a right in court.

With regard to the particular categories of personal data that may be present in the In relation to the particular categories of personal data that may be present in the information provided by the Traveller with the complaint, the legal basis is the legal obligations imposed on the Traveller by the law. The legal basis is represented by the legal obligations of Curio, as well as the right of the Owner to ascertain, exercise or defend a right in court.

We also inform you that the Traveller's personal data may be further processed in accordance with specific legal obligations or in order to comply with orders/requests from the competent authorities.

#### **4. HOW WE PROCESS PERSONAL DATA**

Travellers' personal data will be:

- processed lawfully, correctly and transparently;
- collected and recorded for specified, explicit and legitimate purposes, and subsequently processed in terms compatible with those purposes; and
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- accurate and, where necessary, kept up to date
- processed in a manner ensuring an adequate level of security;
- kept in a form which permits identification, for a period of time not longer than the purposes for which they are processed.

Travellers' personal data will be processed by the Controller using automated and non-automated tools; they are stored in electronic form in protected servers located in areas with controlled access.

Specific security measures are observed to prevent the loss of data, illicit or incorrect use and unauthorised access.

Travellers' personal data will also be processed in compliance with the regulations and provisions in force - and their subsequent amendments and/or additions - issued by the Italian Data Protection Authority.

#### **5. DATA RETENTION**

Travellers' personal data are stored for the time strictly necessary to achieve the purposes for which they were collected and processed on the basis of the purposes set out in paragraph 3 of this Privacy Policy.

In accordance with the provisions of Measure 7 of Appendix A of Resolution No. 28/2021 of the Transport Regulatory Authority ("ART"), travellers' personal data will in any case be stored for a period of time that is not less than 24 months from the date on which the service was provided or should have been provided, also in relation to any requests for information made by ART in the exercise of its institutional duties regarding the protection of Travellers' rights.

It is understood that, in any case, the Owner may be obligated and/or legitimated to further store the personal data of the Travellers, in whole or in part - by way of example but not limited to - in order to assert or defend a right in a court of law within the ten-year limitation period provided for by article 2946 of the Civil Code.

## **6. COMMUNICATION OF PERSONAL DATA**

Travellers' personal data will only be accessible to the designated subjects of the Data Controller and Processor.

The data collected and processed may also be communicated and/or made accessible exclusively for the purposes referred to in paragraph 3 above to persons acting on behalf of the Owner and/or the Manager, providing support in the definition and management of complaints.

Personal data may also be communicated to Curcio on the basis of the legitimate interest of the Owner, represented by the need for a correct and adequate management and definition of complaints. For further details, please see also Curcio's privacy policy on the processing of personal data at [www.autolineecurcio.it](http://www.autolineecurcio.it).

## **7. TRANSFER ABROAD**

Personal data may be subject to transfer abroad (i) to countries that provide an adequate level of protection; or an adequate level of protection, or (ii) on the basis of appropriate safeguards.

## **8. RIGHTS OF THE INTERESTED PARTIES**

At any time, Travellers will be able to access their personal data in order to correct them, delete them and, in general, exercise all of the rights expressly recognised under Articles 15 to 22 of the Regulation, and in particular

- the right to obtain confirmation of the existence or otherwise of personal data and their communication in intelligible form, to know their origin, the purposes and methods of processing;
- the right to obtain the identification details of the Data Controller, the persons responsible for processing and the subjects or categories of subjects to whom the personal data may be communicated
- the right to verify the correctness of the personal data or request that they be supplemented or updated or corrected
- the right to request cancellation, transformation into anonymous form or blocking of personal data processed in violation of the law, as well as their limitation in accordance with the law and to oppose in any case, in whole or in part, for legitimate reasons, their processing;
- the right to portability in the cases provided for by law;
- the right to lodge a complaint, report or appeal with the Supervisory Authority for the protection of personal data, if the conditions are met ([www.garanteprivacy.it](http://www.garanteprivacy.it)).

Travellers also have the right to revoke their consent (if given) to the processing of their personal data at any time, without prejudice, however, to the lawfulness of the processing carried out on the basis of the consent given before the revocation.

In order to exercise the above-mentioned rights, it is possible to contact the Data Controller without any formality and at any time, by writing to the following e-mail address: [info@autolineecurcio.it](mailto:info@autolineecurcio.it)

Requests relating to the recipients of personal data, as well as requests for clarification regarding the transfer of personal data abroad, may also be addressed to the same address.

## **9. CHANGES TO THIS PRIVACY POLICY**

This Privacy Policy may be modified from time to time when new processing methods or purposes require it. The Data Controller will provide Travellers with appropriate and timely notice in the manner it deems most appropriate.