

Autorità di Regolazione dei Trasporti
Via Nizza, 230
10126 Torino

**RIGHTS OF PASSENGERS WHEN TRAVELLING BY SEA AND INLAND WATERWAY
UNDER REGULATION (EU) No 1177/2010**

COMPLAINT FORM

This form shall be used to submit a complaint to the Italian Transport Regulation Authority under Legislative Decree No 129 of 29 July 2015 implementing Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010, concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No 2006/2004 (hereinafter "EU Reg. No 1177/2010").

For the complaint to be valid, please note that all fields marked with a star (*) are mandatory.

This form shall be accompanied by a copy of a valid identity document of the passenger and of the person submitting the complaint on his/her behalf and shall be sent by registered letter with acknowledgement of receipt, by certified e-mail to the following address: pec@pec.autorita-trasporti.it, by ordinary email to the following address: art@autorita-trasporti.it, by computerised complaint handling system (SiTe) or delivered by hand to the Authority's Registry.

If the complaint is submitted through a passenger association, this form shall be accompanied by a copy of the mandate given by the person concerned.

Have you already submitted a complaint to the carrier since at least 60 days? (*)

- No YES (this form shall be accompanied by the receipt of the submission of the complaint to the carrier or terminal operator and by the documents attached thereto)

Have you received any answer? (*)

- No Yes (please attach a copy of the answer/s)

Comments

Complaint submitted by (*):

Name:		Surname:	
Name (if not a natural person):			
Address:			
Tax number (if available):			
Identity document (in case of natural persons):			
Postcode:	City:	Country:	
E-mail:			
Telephone	No 1:	No 2:	

Passenger details (if different from the claimant) (*):

Name:		Surname:	
Address:			
Tax number (if available):			
Identity document :			
Postcode:	City:	Country:	
E-mail:			
Telephone	No 1:	No 2:	

Journey details (*):

Carrier/Terminal Operator:			
Ship name:			
Travel Agent/Tour Operator (if relevant):			
Booking Reference/Ticket Number (if applicable):			
Port/Terminal of Departure:		Port/Terminal of Arrival:	
Intermediate Ports/Terminals (if relevant)			
Scheduled time of departure	- (hh:mm):	date(dd/mm/yy):	
Actual time of departure (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):	
Scheduled time of arrival	- (hh:mm):	date(dd/mm/yy):	
Actual time of arrival (if different from scheduled time)	- (hh:mm):	date(dd/mm/yy):	

Reasons for the complaint under (EU) Reg. No 1177/2010 (*):

- non-issuance of the ticket
- discriminatory tariff or contract conditions
- non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility
- non-compliance with the obligation to provide re-routing or reimbursement in the event of cancelled or delayed departures
- non-compliance with the obligation to provide information in the event of cancelled or delayed departures
- failure to provide assistance in case of cancellation or delayed departure

- non-compliance with the obligation to provide information on journey and passenger rights
- failure to adopt a complaint handling system
- failure to communicate the outcome of the complaint

Please describe the problem (*) (in capital letters if handwritten):

Annexes (any supporting documents):

A)
B)
C)

I, the undersigned, hereby certify that the information provided in this form is true and correct.

CLAIMANT SIGNATURE: _____

PASSENGER SIGNATURE (if different from the claimant): _____

Place: _____

Date: _____

INFORMATION PURSUANT TO ART. 13 OF REGULATION (EU) 2016/679

Personal data will be processed only for the purpose of the proceedings relating to the assessment of infringements of Regulation (EU) No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway and to the imposition of penalties as provided for by the legislative decree laying down the rules on applicable penalties (Legislative Decree No 129/2015). Further, personal data may be processed for the exercise of the Authority's regulatory or monitoring functions.

For this purpose, the data controller is the Transport Regulation Authority (*Autorità di Regolazione dei Trasporti*), with head office in Turin, Via Nizza 230. If you wish to contact the Authority, please do so through the following mail address: pec@pec.autorita-trasporti.it. The data protection officer is Roberto Gandiglio that may be reached through the following mail address: privacy@autorita-trasporti.it.

Personal data are processed either manually or electronically. Electronic storage of personal data takes place on secure servers with strictly limited access. Paper storage of personal data is secured in places which are not open or accessible to the public.

For the sole purpose of the relevant proceeding, recipients of personal data may be transport undertakings, ticket agencies and other intermediaries of undertakings operating in the transport sector, independent authorities responsible for regulation and supervision, public authorities. Further, personal data can be processed for the legal defence of the Authority's decisions.

Personal data are stored for the period which is necessary to conclude the relevant proceeding until the deadline for appeal of the final measure. In case of appeal against the final measure closing the proceeding, personal data are stored until the final judgement. Afterwards, personal data are archived in compliance with the principle of data minimisation.

The data subject may at any time request the data controller to access, rectify or erase personal data under specific circumstances laid down by law or to restrict or object to their processing. However, the failure to provide the data required for the purpose of processing, erasure, restriction or objection to the processing may preclude the conclusion of the proceeding for which such data have been disclosed. The data subject may further request the data controller to provide data portability (i.e. the right to receive personal data in a structured, commonly used and machine-readable format).

Without prejudice to any other administrative or judicial remedy, every data subject shall have the right to lodge a complaint with the Data Protection Authority, if he or she considers that the processing of personal data relating to him or her infringes Regulation (EU) 2016/679.