

COMPLAINT FORM

(USE BLOCK CAPITALS)

IMPORTANT!

Fine appeals will only be considered if submitted using the specific form.

Modena District Reggio Emilia District Piacenza District

Details of complainant: *compulsory fields

*Name: _____ * Surname: _____

Name (if not a natural person): _____

*Address: _____ *n°: _____

*City: _____ *Postcode: _____ *Country: _____

Telephone: _____ E-MAIL: _____

NO COMPLAINTS WHICH DO NOT CONTAIN THE ABOVE DETAILS WILL BE CONSIDERED.

SETA undertakes to reply within 30 working days after receipt of this form

To obtain a swifter reply, we advise you to provide an email address

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

Please Note: If the complaint is submitted by a representative, the proxy and a photocopy of the claimant's photo ID must be attached

*Name: _____ * Surname: _____

*Name: _____ * Surname: _____

To enable Seta S.p.A. to verify the complaint effectively **write in legible block capitals**, specifying the place, date and time, route number, direction and bus code (if possible).

VAGUE REPORTS WITHOUT SPECIFIC INFORMATION WILL NOT BE CONSIDERED.

Details of the event

date *(dd/mm/yy) _____ hour* _____ place* _____

Details of journey

Terminal/stop of departure: _____ Terminal/stop of arrival: _____

Scheduled time of departure: _____ hour _____ date (dd/mm/yy) _____

Actual time of departure (where not coinciding with the scheduled time) - hour _____ date (dd/mm/yy) _____

Line (if applicable) _____ Bus Code (if applicable) _____ Direction _____



Grounds of complaint.

Please tick as appropriate next to the relevant entries (*)

- | | | |
|---|--|---|
| <input type="checkbox"/> Discriminatory tariff or contract conditions | <input type="checkbox"/> Rights of disabled persons or persons with reduced mobility | <input type="checkbox"/> Travel information |
| <input type="checkbox"/> Information on passengers' rights | <input type="checkbox"/> Difficulty in the submission of the complaint | <input type="checkbox"/> Staff |
| <input type="checkbox"/> The bus | <input type="checkbox"/> Tickets and season tickets | <input type="checkbox"/> Others _____ |

(*) 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>

Request for refund if due

DELAYED OR CANCELLED SERVICE: if the public transport service is cancelled, or its departure from the stop is delayed by more than 60 minutes for inter-urban or 30 minutes for intra-urban services due to the fault of SETA, if no replacement service has been provided or no other service has run on the route within the period of time considered. No refund is provided in case of service failures due to force majeure (e.g. natural disasters, strikes and other unforeseeable emergencies); in other cases the refund will be paid in cash by **bank transfer** and will be equal to the **complete cost of the ticket at the price at which it was purchased**. For season ticket holders, the refund will be equal to the daily portion of the full season ticket cost, provided ticket validation rules are complied with. **Otherwise, a voucher valid for purchase** from the company's ticket office of tickets usable on all SETA services (single or multiple journey or season ticket, up to a maximum of 8.00 Euros) may be requested.

Season ticket/Ticket no _ _____

Last 4 figures of the payment card used (in case of payment on the vehicle) _ _ _ _

N.B.: attach a photocopy/scan/screenshot of the ticket

DELAY IN REPLYING TO A COMPLAINT: if SETA fails to reply to a customer's complaint within the deadline of 30 working days.

In this case, the refund consists of a voucher valid for purchase from the company's ticket office of tickets usable on all SETA services (single or multiple journey or season ticket, up to a maximum of € 10.00, or up to a maximum of 20% of the ticket price for group tickets)

DATE OF SENDING OF COMPLAINT _____ DATE OF REPLY _____

Select how you wish to receive the indemnity/refund if due

Credit Notes or Vouchers will be available at the company ticket office where the complaint was submitted the week after issue of the reply

Bank transfer: IBAN _____

account header: _____ (name) _____ (surname)



APPOINTING A REPRESENTATIVE TO LODGE A COMPLAINT

I, the undersigned _____
born in _____ on _____
residing at street: _____ Postcode: _____
Town: _____ Province _____
Tel.: _____ Mobile: _____
Identity document type : _____ n° _____
issued by _____ on _____
a copy of which is attached

HEREBY AUTHORISE

Mr/Ms _____
Born in _____ on _____
residing at _____ province _____ postcode _____
street _____
Tel. _____ Mobile _____

to submit a complaint to SETA S.p.A.

to submit a complaint to SETA S.p.A. and to receive the relative reply

COMPLAINT SUBMITTED on _____

Place _____

Date: _____

I declare that I have read and agree to the SETA S.p.A. privacy policy statement concerning reports, suggestions and enquiries, provided overleaf.

CLAIMANT'S SIGNATURE

Enclosed: copy of claimant's valid photo ID



PRIVACY POLICY STATEMENT pursuant to articles 13 and 14 of Regulation (EU) 2016/679 with regard to the processing of complaints/reports submitted to SETA S.p.A.

1. DATA CONTROLLER

The Data Controller is Seta S.p.A. – Società Emiliana Trasporti Autofiloviari S.p.A. with registered office at in Modena (Italy) at Strada Sant'Anna, 210 [Tel. +39 059 416711 - certified email: segreteria@pec.setaweb.it].

Seta S.p.A., in its capacity of Data Controller with regard to the processing of your personal data pursuant to Regulation (EU) 2016/679 on the "protection of natural persons with regard to the processing of personal data and on the free movement of such data", hereby informs you that your personal data will be processed in a fair, lawful, transparent manner which protects your privacy and your rights. With regard to the collection and use of personal data, the Data Controller hereby informs you that the data are collected via the compilation of the web form provided on the <https://setaweb.it> website, or of the paper form available at the ticket offices managed by external suppliers.

2. DATA CONTROLLER'S REPRESENTATIVE

The Data Controller has not appointed a Representative within its organisation since this is not necessary under the provisions of the Regulation.

3. DATA PROTECTION OFFICER

Pursuant to art.37 and following articles of Regulation (EU) 2016/679, Seta S.p.A. has selected and appointed a Data Protection Officer (D.P.O.).

The D.P.O. is domiciled for the purposes of this role at the offices of Seta S.p.A., Strada Sant'Anna, 210, 41122 Modena (Italy), [Tel. +39 059 416711 - certified email: segreteria@pec.setaweb.it - e-mail: dpo.privacy@setaweb.it].

4. PURPOSES OF THE DATA PROCESSING AND DATA PROCESSED

The types of processing covered by this privacy policy statement relate to the submission of reports/complaints by customers. Your personal data (personal details and contacts) or those of your representative are collected and processed for the following purposes: management of reports/complaints/enquiries relating to the service used by the data subject or communications received by the company

The provision of minimal personal details, a certified telephone number and a verified email address is compulsory: therefore, refusal to contribute even some of these data prevents the start of processing for the aforesaid purposes. No consideration will ever be given to anonymous reports.

The data collected may also be used for statistical analysis, performed in aggregate, anonymous form, i.e. without using identification data.

5. LEGAL BASIS AND LAWFULNESS OF PROCESSING

The legal basis of the processing consists of the legitimate interest of the Data Controller (art. 6 co 1, sub. f) of Regulation (EU) 2016/679) in the good management of the Local Public Transport service and, if the person submitting the report is a passenger, of the need to execute a contract to which the data subject is a party (art. 6 co. 1, sub. b) of Regulation (EU) 2016/679).

6. DATA PROCESSING PROCEDURES

All processing takes place with the adoption of adequate technical and organisational security measures, in accordance with art. 32 of Regulation (EU) 2016/679.

All data are processed in paper and digital form and measures are implemented to minimise the processing, with regard to the type of data, access authorisations and storage times.

7. RECIPIENTS OF THE PROCESSED PERSONAL DATA

For the purposes set forth in Point 4 of this Privacy Policy Statement, your data will only be processed by authorised personnel (belonging to the Data Controller's organisation and/or external) for the execution of the activities necessary for the management of complaints/reports relating to the Local Public Transport Service in the Piacenza, Reggio Emilia and Modena districts (managers, directors and auditors, protocol and administration office staff, Customer Care Office manager and staff, managers of the departments concerned and their staff).

For the purposes set forth in Point 4 of this privacy policy statement, your data may also be disclosed to external entities involved or concerned in the circumstances reported.

To guarantee that processing takes place in accordance with principles of integrity, security and minimisation, your data may be disclosed to the providers of system administrator services.

However, all data recipients are required to comply with data protection regulations.

8. TRANSFER OF DATA TO A THIRD COUNTRY

Your data will not be transferred to a third country or an International Organisation (country outside the European Union).

9. PERSONAL DATA STORAGE PERIOD

A record is made of the receipt and disposal of your personal data, which will be stored for the period typically used in public sector filing systems.

10. RIGHTS OF THE DATA SUBJECT

You are entitled to return the season ticket for the Public Transport service within 15 days after the date of its receipt, and to apply to the Data Controller for access to or the erasure, communication, updating or rectification of your personal data, to object to their processing, or to request their integration, the restriction of their processing, their portability, or knowledge of any breach of their confidentiality, and in general to exercise all the rights envisaged by art. 13 and following articles of Regulation (EU) 2016/679 and art. 1333 of the Italian Civil Code. Requests for erasure and objections to processing will only be accepted if public interest purposes do not apply.

All the aforesaid rights may be exercised at any time by writing to the Data Controller by certified email at segreteria@pec.setaweb.it or by Registered Letter with return receipt to be sent to Seta S.p.A., Strada Sant'Anna, 210, 41122 Modena (Italy).

11. SUPERVISORY AUTHORITY

If you maintain that the processing of your personal data is in breach of the relevant legislation, you may lodge a complaint with a supervisory authority, which in Italy is the "Garante per la protezione dei dati personali" [garanteprivacy.it].

12. AUTOMATED DECISION-MAKING

Your data will not be inserted in any automated decision-making process

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