

# COMPLAINT FORM TO THE SERVICE PROVIDER

FlixBus Italia S.r.l.  
Corso Como, 11  
20154 – Milan  
Italy

## 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(dd/mm/yy): <input type="text"/>
Actual time of departure (where not coinciding with the scheduled time)		- hour:	date(dd/mm/yy): <input type="text"/>
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:

- ☐ Voucher
- ☐ Bank Transfer to: \_\_\_\_\_

IBAN: \_\_\_\_\_; BIC: \_\_\_\_\_; SWIFT: \_\_\_\_\_.

**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:

- ☐ Voucher
- ☐ Bank Transfer to: \_\_\_\_\_

IBAN: \_\_\_\_\_; BIC: \_\_\_\_\_; SWIFT: \_\_\_\_\_.

(\*) 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**

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: \_\_\_\_\_

## **PRIVACY NOTICE**

As required by the EU Regulation 2016/679 (“**GDPR**”), the information provided below describes the processing operations and the purposes of the processing of the personal data of the passengers (“**Passengers**”).

All terms used in this Privacy Notice, where not expressly defined, shall have the meaning set forth in the GDPR.

### **1. DATA CONTROLLER AND DATA PROCESSOR**

The data controller is FlixBus Italia S.r.l., with registered office in in Corso Como 11, 20154, Milano, Numero REA MI - 2047989, Codice fiscale e n.iscr. al Registro Imprese 08776680962 (“**FlixBus**” or “**Controller**”).

The data processor FlixBus Mobility Experience GmbH (“**Processor**”).

### **2. DATA WE COLLECT**

The personal data which will be processed in the context of the processing purposes identified in Paragraph 3 below are the following:

- a) Identification data and contact details
- b) Trip details, type of service, date of receipt of the complaint, the reasons for the complaint referred to in the form filled in by the Passenger
- c) Any additional information that the Passenger provides together with the complaint, including, where applicable, special categories of personal data (e.g., data concerning health).

The provision of the Passengers’ personal data is optional; however, failure to provide the data will not allow the Controller to adequately investigate the complaint made by the Passenger.

### **3. PURPOSES OF THE PROCESSING AND LEGAL BASIS**

The Controller will process personal data referred to in Paragraph 2 above mainly to investigate and appropriately manage the complaint lodged by the Passenger, in all its phases – including any legal disputes that may arise.

The lawfulness bases of the processing of personal data referred to in Paragraph 2(a) and (b) above are (i) the legal obligations to which FlixBus is subject and (ii) the legitimate interests pursued by the Controller – i.e., the right of establishing, exercising or defending of legal claims.

With particular regard to the special categories of personal data which may be included within the information provided by the Passengers through the complaint, the lawfulness bases are

(i) the legal obligations to which FlixBus is subject and (ii) the right of establishing, exercising or defending of legal claims.

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

#### **4. HOW WE USE THE DATA**

Personal data of Passengers will be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- 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 that ensures appropriate level of security
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the data is processed.

The Controller will process personal data of Passengers with automated and non-automated means. The data will be kept electronically in protected servers located in areas with controlled access.

Specific security measures are provided for preventing data loss, illicit or incorrect use and unauthorized access.

The personal data of Passengers will also be processed in accordance with the requirements and in compliance with the provisions in force (and their further modifications) issued by the Italian Data Protection Authority.

#### **5. DATA STORAGE**

Personal data of Passengers are kept for no longer than is necessary for the purposes for which the data are collected and subsequently processed on the basis of the purposes set out in Paragraph 3 of this Privacy Notice.

In compliance with the provisions established by the Transport Regulatory Authority (“**ART**”) in the context of Measure 7 of Annex A to Resolution no. 28/2021, Passengers' personal data will in any case be kept for no 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 the ART in the exercise of its institutional duties regarding the protection of Passengers' rights.

The Controller may in any case be obliged and/or entitled to keep the personal data of Passengers for a longer period, in whole or in part – by way of example but not limited to, for the establishment, exercise or defence of legal claims, within the ten-year statute of limitation period provided for by Article 2946 of the Civil Code.

## **6. DATA COMMUNICATION**

Personal data of Passengers will only be accessible to persons acting under the authority of the Controller and the Processor.

For the purposes referred to in Paragraph 3 of this Privacy Notice, Personal data will also be accessible and/or communicated to entities acting on behalf of the Controller and/or the Processor by providing support in the settlement and management of Passengers' complaint.

Personal data may also be disclosed to FlixBus GmbH based on the legitimate interest of the Controller – i.e., the need for a correct and adequate handling and settlement of Passengers' complaints. For further details, please also see the FlixBus GmbH privacy policy at the following link: <https://www.flixbus.it/informativa-sulla-privacy>

## **7. DATA TRANSFER ABROAD**

Personal data may also be transferred abroad (i) to third countries ensuring an adequate level of protection, or (ii) subject to appropriate safeguards.

## **8. RIGHTS OF THE DATA SUBJECTS**

Passengers may, at any time, access their personal data in order to correct them, delete them and, in general, exercise all the rights expressly provided for by Articles 15 to 22 of the GDPR, and namely:

- The right to obtain from the Controller confirmation as to whether or not personal data concerning them are being processed, their communication in intelligible form, to know their origin, purpose and methods of the processing
- The right to obtain identification information of the Controller, processors and of the third parties to whom the data may be communicated
- The right to verify the accuracy of the data or to obtain rectification and updating of the data
- The right to obtain the erasure, anonymisation or block of the data unlawfully processed, as well as to obtain the restriction of the processing pursuant to the applicable law. Passengers also have the right to object, in whole or in part and for legitimate reasons, at any time to processing of personal data concerning them
- The right to data portability in the cases provided for by the law
- The right to lodge a complaint with the Italian Data Protection Authority, where the conditions are met ([www.garanteprivacy.it](http://www.garanteprivacy.it)).

Passengers also have the right to withdraw consent (if given) at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

To exercise the above-mentioned rights, it is possible to send an e-mail to: [privacy.flixbusitalia@flixbus.com](mailto:privacy.flixbusitalia@flixbus.com).

Data subjects may also send to the same e-mail address above any request for information concerning the third parties to whom the data is communicated, as well as any request for clarification with regard to the data transfer abroad.

## **9. CHANGE**

This Privacy Notice may be subject to change from time to time, based on the implementation of new purposes and methods of the processing. The Controller will provide Passengers with a timely and appropriate notice in this respect, as it deems appropriate.