

AUTOSTAZIONE DI BOLOGNA S.R.L.
Piazza XX Settembre, 6
40121, BOLOGNA (BO)
Tel. +39 051 245400
autostazionebo@pec.it

**COMPLAINT FORM UNDER REGULATION (EU) NO 181/2011 OF THE EUROPEAN
PARLIAMENT AND OF THE COUNCIL**

In order to receive a reply to your complaint, you must provide your personal details and a copy of a valid identity document of the passenger and of the person lodging the complaint, if different. You will receive a reply to your complaint by e-mail within 30 days from the date of internal registration of this document.

Last Name Name
Address.....
c.a.p..... Municipality.....Prov.....
email.....Phone_Number.....
Date_and_place_of_birth.....

(The Office reserves the right to contact you, either by phone or via email, for clarifications and additional information regarding what has been written.)

User data (if different from the complainant)

Last_Name.....Name
Date_and_place_of_birth.....
Relationship_of_kinship_or_other.....

SUBJECT OF THE COMPLAINT:

(Please specify date,time, location and any other useful information regarding the nature of complaint)

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SUPPORTING DOCUMENTS: (it is necessary to provide a copy of a valid identification document for both the passenger and the person submitting the complaint, if different. If the complaint is submitted by someone acting on behalf of the passenger, a copy of the authorization granted for this purpose must also be attached)

PLACE and DATE:

SIGNATURE

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SIGNATURE OF PASSENGER (if different from the complainant)

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The undersigned, in compliance with the provisions of the GDPR EU 2016/679 “GENERAL DATA PROTECTION REGULATION,” implemented by Legislative Decree 101 of August 10, 2018, authorizes TIBUS SRL, the data controller, to process their personal data.

In accordance with the above-mentioned regulations, we inform you that:

- The data is collected and processed exclusively for administrative purposes related to the management of the report.
- Providing the requested data is voluntary and optional. **Failure to provide data in the case of a complaint will result in no written response.**
- Personal data is collected and processed both manually and automatically, according to a logic strictly related to the described purposes, exclusively by authorized personnel who have received specific instructions.
- The Company has implemented all security measures required by law; the data will be stored in paper and computerized archives and protected by these measures; access to the archives will be granted only to authorized personnel.
- Based on the provisions guaranteed by EU Regulation No. 2016/679, implemented by Legislative Decree 101 of August 10, 2018, concerning personal data, the interested party has the right to exercise the following rights by submitting a request to the Data Controller via email at info@autostazionebo.it or by registered letter with acknowledgment of receipt to AUTOSTAZIONE DI BOLOGNA SRL, Piazza XX Settembre, 6, 40121, Bologna (BO). The Data Controller is Autostazione di Bologna Srl, in the person of its legal representative. The data protection officer (DPO) designated by the owner pursuant to art.37 of the GDPR is: Avv. Corinna Cappelli (Via Guido Monaco n. 29, 50144 Firenze (FI); e-mail: corinna.cappelli@firenze.pecavvocati.it; telefono: 055/4630348).

Information on the rights of bus and coach passengers recognised by Regulation (EU) No 181/2011 can be found on the website of the Transport Regulation Authority at: <https://www.autorita-trasporti.it/tutela-diritti-dei-passeggeri-trasporto-su-autobus>