

## COMPLAINT FORM



## SERVICE OPERATOR:

Soc. Marino S.r.l.

Largo F.S. Nitti, 67

70022

Altamura (BA)

ITALIA

reclami@marinobus.it

## Data of complaint's sender

Name:		Surname:	
Denomination (if not an individual person):			
Indirizzo:			
Postal Code:	City:		Country:
E-mail:			
Telephon number (optional):			

## Data of the user (if different from the complainant's sender) and of any other passengers

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

## Trip details

Travel agent/tour operator/ticket seller (if relevant):			
Booking code/ticket number:			
Station/departure stop:		Station/arrival stop:	
Scheduled departure time:	- time:	date:	
Real departure time (where this does not coincide with the scheduled time) - time:		date:	

**Reasons for complaint for regular services at a distance of 250 km or more. Please place a tick next to the relevant items (\*)**

- ☐ Discrimination in booking/issuing tickets on the basis of nationality
- ☐ Refusal to allow disabled persons or persons with reduced mobility to book/issue tickets/board or request additional costs
- ☐ Problems accessing the bus station or bus for disabled persons or persons with reduced mobility
- ☐ Failure to assist a disabled person or person with reduced mobility
- ☐ Loss of or damage to equipment for disabled persons or persons with reduced mobility
- ☐ Refusal to allow a disabled person or person with reduced mobility to travel with an accompanying person
- ☐ Compensation in the event of an accident (death, injury, damage to luggage)
- ☐ Lack of assistance for immediate practical needs in the event of an accident
- ☐ Lack of information on cancellation or delayed departure (only if longer than 3 hours)
- ☐ Lack of assistance (food, drink) for cancellation or delay at departure of more than 90 minutes
- ☐ Non-assistance (overnight stay) in the event of cancellation or delay in departure of more than 90' (only if longer than 3 hours)
- ☐ Lack of alternative transport under similar conditions in the event of cancellation or delay in departure of more than 120 minutes
- ☐ Lack of ticket reimbursement in the event of cancellation or delay in departure of more than 120 minutes
- ☐ Lack of alternative transport under similar conditions or ticket reimbursement in the event of overbooking
- ☐ Failure to continue the service in the event of an inoperable bus during the journey
- ☐ Lack of adequate information throughout the journey
- ☐ Lack of information on passenger rights
- ☐ Lack of complaint handling system
- ☐ Lack of definitive response to the complaint within 3 months
- ☐ Difficulties in filing a complaint
- ☐ Misconduct of the driver or other MarinoBus personnel
- ☐ Presence of inadequate hygienic conditions on board
- ☐ Presence of apparent damage to transported property duly reported to the driver upon return
- ☐ Lack of assistance following an event that made the bus unusable during the journey
- ☐ Loss of regularly checked luggage in the bus hold
- ☐ Issues related to the issuance of a ticket
- ☐ Problems related to the payment of a ticket (errors when purchasing by credit card, Paypal or other payment methods accepted by the carrier)
- ☐ Other

(\*) To know which are the bus passengers' rights recognised by the Regulation (UE) n. 181/2011, please refer the Transport Regulation Authority website at: <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

**Reasons for complaint for regular services of less than 250 km. Please place a tick next to the relevant items (\*)**

- ☐ Discrimination in booking/issuing tickets on the basis of nationality
- ☐ Refusal to allow disabled persons or persons with reduced mobility to book/issue tickets/board or request additional costs
- ☐ Problems accessing the bus station or bus for disabled persons or persons with reduced mobility
- ☐ Failure to assist a disabled person or person with reduced mobility
- ☐ Loss of or damage to equipment for disabled persons or persons with reduced mobility
- ☐ Refusal to allow a disabled person or person with reduced mobility to travel with an accompanying person
- ☐ Compensation in the event of an accident (death, injury, damage to luggage)
- ☐ Lack of assistance for immediate practical needs in the event of an accident
- ☐ Lack of information on cancellation or delayed departure (only if longer than 3 hours)
- ☐ Lack of assistance (food, drink) for cancellation or delay at departure of more than 90 minutes
- ☐ Non-assistance (overnight stay) in the event of cancellation or delay in departure of more than 90' (only if longer than 3 hours)
- ☐ Lack of alternative transport under similar conditions in the event of cancellation or delay in departure of more than 120 minutes
- ☐ Lack of ticket reimbursement in the event of cancellation or delay in departure of more than 120 minutes
- ☐ Lack of alternative transport under similar conditions or ticket reimbursement in the event of overbooking
- ☐ Failure to continue the service in the event of an inoperable bus during the journey
- ☐ Lack of adequate information throughout the journey
- ☐ Lack of information on passenger rights
- ☐ Lack of complaint handling system
- ☐ Lack of definitive response to the complaint within 3 months
- ☐ Difficulties in filing a complaint
- ☐ Misconduct of the driver or other MarinoBus personnel
- ☐ Presence of inadequate hygienic conditions on board
- ☐ Presence of apparent damage to transported property duly reported to the driver upon return
- ☐ Lack of assistance following an event that made the bus unusable during the journey
- ☐ Loss of regularly checked luggage in the bus hold
- ☐ Issues related to the issuance of a ticket
- ☐ Problems related to the payment of a ticket (errors when purchasing by credit card, Paypal or other payment methods accepted by the carrier)
- ☐ Other

(\*) To know which are the bus passengers' rights recognised by the Regulation (UE) n. 181/2011, please refer the Transport Regulation Authority website at: <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

Select how you want to receive compensation/reimbursement if due:

☐ Wallet/coupon

☐ Bank transfer

☐

Description. Please describe what happened with regard to all items for which a tick has been indicated

Attachments

SIGNATURE OF THE COMPLAINANT: \_\_\_\_\_

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

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

## Information on the protection of personal data

(Pursuant to Art. 13 of European Regulation No. 679/2016)

Soc. Marino S.r.l. with registered office in Altamura (BA) Largo F.S. Nitti, 67, VAT no. 03613570724, in its capacity as Holder of the data controller before acquiring your personal data for the management of reports and complaints, invites you to read carefully the information note on personal data protection.



### I. Data Controller and DPO

*In this section we indicate our references*

- Soc. Marino S.r.l., Data Controller, in the person of the pro-tempore legal representative, is contactable at the e-mail address [privacy@marinobus.it](mailto:privacy@marinobus.it)
- The Data Protection Officer can be contacted at the following e-mail address: [privacy@marinobus.it](mailto:privacy@marinobus.it)



### II. Types of personal data

*In this section we indicate which types of data we ask you for*

The personal data being processed fall into the following categories:

- Common data of the complainant: personal data (name, surname, address), contact details (e-mail)
- Common data of the customer (if different from the complainant) and any other passengers: personal data (name and surname), card number or copy of title, proxy and copy of identity document
- Optional data: telephone contact
- Special data: depending on the nature of the subject of the report/complaint submitted by you, Soc. Marino s.r.l. may become aware of data belonging to so-called "special" categories (e.g. data concerning health). In view of the fact that such data have been made available to Soc. Marino s.r.l. manifestly and freely, no explicit consent is requested from you for the handling of the file. Soc. Marino s.r.l. assures you that such data will be processed exclusively for purposes strictly connected and instrumental to the management of the file itself; in the absence of such personal data Soc. Marino s.r.l. will not be able to give partial or total partially or fully comply with your request.

The aforesaid data will be processed using computerised and paper media in such a way as to guarantee appropriate security and confidentiality.



### III. Purpose of the Processing

*In this section we tell you why we are asking you for your data*

- Handling of the report/complaint; Legal basis (Contractual)
  - Transmission of the complaint also containing any particular data to the competent managers; (Legal basis: Legal - art. 9 co. 2 letter. g) GDPR)
  - Improvement in the management of the report/complaint in case of communication difficulties and/or speeding up the response time through the telephone contact details provided by the data subject; Legal basis (Consent)
- The provision of the data necessary for the pursuit of the purposes referred to in points a) and b) is of a "compulsory" nature and your refusal to do so will make it impossible for Soc. Marino s.r.l. to manage the file.
- The provision of data necessary for the pursuit of the purposes referred to in point c) is of an "optional" nature, therefore failure to provide consent will only make it impossible for Soc. Marino s.r.l. to improve the management of the file in the event of communication difficulties and/or to speed up response times.
- Any consent given is freely revocable at any time, without prejudice to the lawfulness of the processing carried out before revocation. Revocation of consent may be communicated to the e-mail address: [privacy@marinobus.it](mailto:privacy@marinobus.it)



#### IV. Recipients of the data

*This section tells you who will process your data and to whom it will be disclosed*

For the pursuit of the above-mentioned purposes, the personal data provided will be processed by the following entities:

Persons associated with Soc. Marino s.r.l.

- Persons authorised to process data (employees of Soc. Marino s.r.l.)
- External consultants
- Service companies (including IT companies)

Parties not directly referable to Soc. Marino s.r.l.

- Insurance service companies
- Other competent Managers to whom the complaint will be forwarded if the subject thereof is within their competence
- Judicial Authorities
- Public Safety Authorities
- Transport Regulatory Authority

Your data will only be processed by persons expressly authorised by Soc. Marino s.r.l. or by companies acting as Data Processors, on behalf of Soc. Marino s.r.l., and who have signed a specific contract regulating the processing entrusted to them and their data protection obligations, and will never be disclosed.

Personal data may also be transmitted to other autonomous Data Controllers on the basis of laws or regulations, or on the basis of the specific consent provided by you.

The updated list of data recipients is available by writing to the email address [privacy@marinobus.it](mailto:privacy@marinobus.it) or by contacting the Data Protection Officer at [privacy@marinobus.it](mailto:privacy@marinobus.it).



#### V. Dissemination of data

*In this section we guarantee that your data will not be disseminated*

Your personal data will never be published, displayed or made available/consulted by unspecified persons.



#### VI. Data Retention

*In this section we tell you how long we will keep your data*

The personal data you have provided us with will be retained for 5 years from the closure of the file, without prejudice to further retention for the following purposes: archiving in the public interest, scientific or historical research, statistical purposes or technical reasons (e.g. business continuity).

Any consent given for the purposes referred to in point c) will be retained until revoked by you, if required requested by you and in any case no longer than 5 years from the closure of the file.



## VII. Rights of data subjects

*In this section we indicate which rights we guarantee you*

EU Regulation 2016/679 (Art. 15 to 23) grants data subjects the exercise of specific rights. In particular, in relation to the processing of your personal data, you have the right to request from Soc. Marino s.r.l., access, rectification, cancellation, restriction, opposition, portability and revocation of the consent given; moreover, he/she may lodge a complaint against the Control Authority, which in Italy is the Guarantor for the Protection of Personal Data.

At any time, you may ask to exercise your rights by contacting the Data Controller at [privacy@marinobus.it](mailto:privacy@marinobus.it) or by contacting the Data Protection Officer, who can be reached at the following e-mail address [privacy@marinobus.it](mailto:privacy@marinobus.it)



## VIII. Consents

*In this section we ask for your consent to the processing of your data*

For the processing indicated in Section III - "Purposes of processing", point C:

If you select "I give my consent", you express your consent to the use of the telephone number for the better management of the report/complaint in case of communication difficulties and/or to speed up response times.

☐

I give my consent

☐

I do not give my consent

Date \_\_\_\_\_

Signature \_\_\_\_\_