



### REFUND CONDITIONS

As written in the “Carta della Mobilità”, refund requests are accepted when the service is cancelled without prior information or when delays, which are attributable to the company, occur, causing serious and proven damage to the customer.

In particular:

- in the event of a cancelled or interrupted service for a period of time in which there are no other services on the route concerned, or in which no replacement service is available within 30 minutes from the time of the cancelled service, 4 tickets of the same fare to the missed or interrupted service will be refund;
- if a taxi is used, 8 tickets of the same fare to the missed service will be refund only if the customer is able to show the taxi receipt.

### INFORMATION ON THE PROCESSING OF PERSONAL DATA OF THE CUSTOMER CARE SERVICE USERS

in accordance with Article 13 of Regulation (EU) 2016/679

Dear Customer,

We inform you that the personal data written in this form are processed exclusively to allow us to respond your request.

The explicit and voluntary data release is optional, however, the lack of contact details may preclude the possibility of a reply.

In order to better contextualise your request, you may be contacted by an ATB employee by email or telephone. With regard to the data provided, you may contact the Data Controller or the Data Protection Officer to exercise the rights provided for in accordance with Articles from 15 to 19 of EU Regulation 2016/679 and, in particular, the right of access to them, to request their rectification or restriction, their updating if incomplete or incorrect, and their cancellation, as well as to object to their processing. In case of minors under 16 years of age, the aforementioned rights may be exercised by the parents or the legal guardians.

Finally, we inform you that you may lodge a complaint with the Italian Supervisory Authority - Garante per la protezione dei dati personali - Piazza di Monte Citorio n. 121 - 00186 Roma.

SUMMARY AND FURTHER INFORMATION REGARDING THE PROCESSING	
Data Controller	ATB Servizi SpA - <a href="mailto:comunicazione@atb.bergamo.it">comunicazione@atb.bergamo.it</a>
Data Protection Officer	<a href="mailto:rpd@atb.bergamo.it">rpd@atb.bergamo.it</a>
Processing purposes	Customer Care – Customer Relations
Further purposes	Statistical findings
Data category	COMMON
Data location	The data is held by the Data Controller
Legal basis of the processing	the processing is necessary for the implementation of: ✓ a contract to which the data subject is a party; ✓ a public interest task
Data communication (Recipients categories)	Complaints may be communicated to LPT business partners in the suburban area other than ATB (Locatelli Spa, TBSO Spa, TEB Spa, Arriva Italia Srl)
Spread	None
Data transfer to non-EU countries	None
Data retention period	From the end date of the procedure, data are retained exclusively for statistical findings for up to two years

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_