





**The company reserves the right to respond to this complaint in accordance with the provisions of article 17 of the Transport Regulations published on its website.**

The complainant declares to have read on the company's website the information regarding the complaint (procedures, timing, lack of response to the complaint, compensation) as established by ART (Transport Regulation Authority) in annex A to resolution 83 of 2019.

**Note: For the complaint to be processed, it is necessary to attach a copy of the travel ticket to this form, ensuring to keep the original until the dispute is resolved.**

Place and date \_\_\_\_\_ SIGNATURE \_\_\_\_\_

Additionally Declares:

to have read the regulations regarding the processing of data in accordance with the privacy information (GDPR) viewable at the address [snapnavigazione.it/privacy-policy](http://snapnavigazione.it/privacy-policy).

to have been informed: of the identity of the data controller; of the extent and methods of processing; of the purposes of the processing; of the rights to revoke and modify the consent. Therefore, pursuant to and for the purposes of articles 7 and following and article 13 of Reg. (EU) 2016/679, by sending this form, consents to the processing of personal data in the methods and within the limits of the provided information. Therefore, consents to the processing and additionally declares to have fully read, understood, and signed the information.

Best regards.

Place and date \_\_\_\_\_ SIGNATURE \_\_\_\_\_