



REFUND REQUEST

INFORMATION FOR FILLING IN

Dear Customer, in order to facilitate the completion of this form to obtain a refund of the travel ticket, please view our "**Conditions of Carriage**" and the related penalties for use.

We also ask you to read art. 13 of EU Regulation no. 2016/679 (so-called "Tax Decree"). "GDPR") regarding the protection of personal data.

This form, duly completed, must be sent to: info@snapnavigazione.it

INFORMATION PURSUANT TO ART. 13 OF EU REGULATION NO. 2016/679 AND LEGISLATIVE DECREE NO. No. 196/2003

Pursuant to Article 13 of European Regulation (EU) No. 2016/679 "General Data Protection Regulation" (hereinafter "GDPR") and, as far as reasonable, Legislative Decree No. 196/2003 (hereinafter "Privacy Code") as amended by Legislative Decree No. 101/2018, we inform you that the personal data you enter in this form will be processed by our company in compliance with the GDPR and the applicable national legislation on privacy *pro tempore*, for the **purposes strictly necessary and related to the management of your request** and to comply with any legal obligations incumbent on the Data Controller. For example, such data are requested from you for the purpose of communicating any problems arising with regard to the payment of the refund and, for this purpose, you may be contacted by telephone and e-mail.

Legal basis of the processing: our company processes your data lawfully: on the basis of your express consent, in order to process the request for reimbursement; if it is necessary to comply with any legal obligations incumbent on the Data Controller. You are not obliged to provide your personal data to our company, but failure to provide such data prevents our company from processing your request.

Processing methods: Your personal data will be processed on paper and magnetic media using manual and IT tools, adopting suitable measures to ensure security pursuant to Article 32 of the GDPR and the confidentiality of the data themselves and for the time strictly necessary for the pursuit of the aforementioned purposes. Your data will not be communicated to other subjects, nor will they be in any way disseminated or fully automated decision-making processes, including profiling; the Management of the Passenger Division will be aware of these data, in its capacity as Data Processor.

Data Controller and Data Processor: The Data Controller is the soc. Snap Società Navigazione Arcipelago Ponziano s.r.l. with registered office in Terracina (LT) in Piazza Cavalieri di Vittorio Veneto n.11. The Data Controller can be contacted at the number/email address amministrazione@snapnavigazione.it. The Data Processor, appointed by the Data Controller in relation to the travel tickets of the Passenger transport service, is the Company's General Management. This General Management, as the person in charge, can be contacted at the number/email address amministrazione@snapnavigazione.it.

Rights of the data subjects: at any time, with regard to the aforementioned subjects, you may exercise the rights recognized by the GDPR, including those of: asking our company for access to your personal data and information relating to the same; rectifying inaccurate data or supplementing incomplete data; deleting personal data concerning you (upon the occurrence of one of the conditions indicated in art. 17, paragraph 1 of the GDPR and in compliance with the exceptions provided for in paragraph 3 of the same article); to limit the processing of your personal data (in the event of one of the cases indicated in Article 18, paragraph 1 of the GDPR); request and obtain from the Data Controller - in the event that the legal basis of the processing is the contract or consent, and the same is carried out by automated means - your personal data in a structured and machine-readable format, also in order to communicate such data to another data controller (so-called right to portability of personal data pursuant to Article 20 of the GDPR); object at any time to the processing of your personal data in the event of particular situations concerning you; withdraw consent at any time, limited to cases in which the processing is based on your consent for one or more specific purposes and concerns personal data. Processing based on consent and carried out prior to the revocation of the same retains, however, its lawfulness; lodge a complaint with the supervisory authority (Italian Data Protection Authority – www.garanteprivacy.it).

CONSENT TO THE PROCESSING OF PERSONAL DATA

In relation to what is reported in this policy, pursuant to art. 13 GDPR:

With regard to the processing of personal data for the purpose of communicating problems arising with regard to the request:

Agree I do not agree

With regard to the use of my e-mail address and telephone number for the purpose of communicating with you if you have problems with your request:

Agree I do not agree

Date ___/___/___

Signature _____

