

Complaint form

Operator:	Date of receipt:
Department: <input type="checkbox"/> Ticket Office <input type="checkbox"/> Customer Service <input type="checkbox"/> Onboard	

Applicant's detail		
First name:	Last Name:	
Company name (if not a natural person):		
Address (Street/Square):		n.
Postcode:	City:	Country:
E-mail:		
Telephone / Mobile phone:		
Season ticket / card number:		

Passengers' details (if different from the applicant's details) and other passengers		
Passenger 1	First name:	Last name:
Passenger 2	First name:	Last name:
Passenger 3	First name:	Last name:
Passenger 4	First name:	Last name:

Journey details¹	
Ticket number / booking number:	
Name of the vessel:	
Port of departure:	Port of arrival:
Scheduled departure (date and time):	
Actual departure (if different from the scheduled departure) (date and time):	
Scheduled arrival (date and time)	
Actual arrival (if different from the scheduled arrival) (date and time):	

¹ To allow us to process your complaint, please attach a copy of your travel ticket and retain the original.

Reason(s) for complaint (Please select the relevant box(es))²

- Ticket issuing
- Travel information
- Information on passenger rights
- Rights of persons with disabilities and persons with reduced mobility
- Information in the event of cancellation or delayed departure
- Assistance in the event of cancellation or delayed departure
- Alternative transport or reimbursement in the event of cancellation or delayed departure
- Delay at arrival and request for financial compensation
- Other: _____

Please select how you wish to receive any compensation, if applicable:

- Credit card used for purchasing the ticket
- Bank transfer – IBAN: _____

Description of the facts (please describe what happened, referring to the selected option(s) above)

Attachments:

- copy of the travel ticket;
- authorisation and identity document of the authorising person, if the complaint is submitted by someone other than the passenger.

Date and place _____

Signature of the applicant _____

² You may indicate one or more reasons for your complaint.

For information on passengers rights when travelling by sea and inland waterways, as provided for by Regulation (EU) n. 1177/2010, please visit the website of the Transport Regulation Authority at the following address: <https://www.autorita-trasporti.it/en/passengers-rights-trasporto-via-mare-e-per-vie-navigabili-interne/>

Processing of Personal Data (Privacy) – Information notice pursuant to Article 13 of EU Regulation 2016/679

1. Data Controller and Data Protection Officer (DPO)

The Data Controller is Alilauro S.p.A., tax code and VAT number IT04453331219, with registered office in Naples, Molo Beverello s.n.c. c/o “Volaviamare” headquarter (hereinafter, the “Controller”).

For any request relating to the processing of personal data or to exercise the rights set out in this notice, data subjects may contact:

Privacy Office - Alilauro S.p.A., Molo Beverello s.n.c. “Volaviamare” headquarter, 80133 Naples, e-mail: privacy@alilauro.it, certified email: alilaurospa@pec.it.

The Controller has appointed a Data Protection Officer (DPO), who can be contacted at the following e-mail address: dpo@alilauro.it.

2. Types of processed data

For the management of this complaint form, the Controller may process, by way of example:

- personal and identification data of the applicant and any passenger concerned (first name, last name, contact details, address);
- data relating to the journey and the transport ticket (booking or ticket number, route, date and times of the scheduled and actual departure/arrival, vessel, season ticket number where relevant);
- data relating to the submitted request, included the description of the facts, reported issues, claims for reimbursement/compensation and chosen payment method (e.g. IBAN);
- data contained in the documentation attached by the Claimant or acquired from the Controller’s systems for the handling of the complaint (e.g. booking details, boarding, delay/cancellation, service communications);
- data eventually related to other passengers included in the complaint, where strictly relevant.

The Controller does not normally request special categories of personal data pursuant to Article 9 of the GDPR. Where the complaints concerns, for example, assistance requests or rights of persons with disabilities or reduced mobility, such data will be processed only where strictly necessary for the handling of the complaint and, where applicable, for the establishment, exercise or defence of legal claims.

3. Purposes and legal basis of processing

Personal data are processed for the following purposes:

3.1 Complaint handling and related processing

Purpose: receipt, registration, assessment and resolution of the complaint; verification of the reported facts; management of relations with the applicant; possible provision of reimbursement, compensation or indemnity; response to the requests submitted.

Legal basis: performance of a contract of carriage or pre-contractual measures taken at the request of the data subject, pursuant to Article 6(1)(b) of the GDPR.

3.2 Compliance with legal obligations

Purpose: compliance with obligations laid down by applicable national and EU legislation, including those relating to maritime transport and passenger rights, safety, accounting, taxation, and the management of reimbursements and compensation.

Legal basis: compliance with a legal obligation, pursuant to Article 6(1)(c) of the GDPR.

3.3 Protection of the Controller’s rights

Purpose: prevention and management of disputes, and the establishment, exercise or defence of legal claims in out-of-court, judicial, administrative or alternative dispute resolution proceedings.

Legal basis: legitimate interests of the Controller, pursuant to Article 6(1)(f) of the GDPR.

3.4 Processing of special categories of personal data

Where the complaint or the attached documentation contains special categories of personal data, such data will be processed only where and to the extent strictly necessary for the examination of the complaint and, where applicable, for the establishment, exercise or defence of legal claims.

4. Nature of the provision of personal data

The provision of the data indicated as mandatory or otherwise necessary for the handling of the complaint is required to enable the Controller to receive, assess and resolve the report, as well as to comply with related legal obligations.

Failure to provide the required data may result in the total or partial inability to process the complaint or to proceed with any request for reimbursement, compensation or indemnity.

5. Processing methods and data retention period

Personal data are processed using paper, IT and electronic means, in accordance with principles strictly related to the purposes set out above and in compliance with appropriate technical and organisational measures to ensure the security, integrity and confidentiality of the data.

The data will be retained:

- for the time necessary to manage and resolve the complaint;
- thereafter, for the period necessary to comply with legal, administrative, accounting and tax obligations;
- in any case, as a general rule, for a period not exceeding 10 years from the resolution of the complaint, unless further retention is required in the event of disputes, requests from authorities or other legal obligations.

After this period, the data will be deleted or anonymised, unless further retention is permitted or required by applicable law.

6. Data recipients

Personal data may be disclosed, within the limits of the purposes set out above, to:

- employees and collaborators of the Controller authorised to process personal data;
- providers of IT, administrative, accounting, legal, insurance or customer support services, appointed, where necessary, as Data Processors pursuant to Article 28 of the GDPR;
- banks or payment service providers, where necessary for the execution of reimbursements or compensation;
- public authorities, supervisory bodies, regulatory authorities or other authorised entities, where required by law or by orders of the competent authorities.

An updated list of Data Processors is available upon request from the Controller.

7. Transfers of personal data to third countries

Where, for technical or organisational reasons, the Controller makes use of service providers located outside the European Economic Area, any transfer of personal data will be carried out in compliance with Articles 44 et seq. of the GDPR and by adopting the safeguards provided for under applicable law.

Further information may be requested using the Controller’s contact details.

8. Data subject rights

The data subject may exercise, where applicable, the rights set out in Articles 15–22 of the GDPR, including:

- the right to access personal data;
- the right to rectification of inaccurate data or completion of incomplete data;
- the right to erasure of personal data;
- the right to restriction of processing;
- the right to data portability, where applicable;
- the right to object to processing based on the Controller’s legitimate interests.

The data subject also has the right to lodge a complaint with the Data Protection Authority or to bring proceedings before the competent courts.

Requests may be sent using the contact details provided in Section 1 of this notice.

Acknowledgement of the privacy notice

The undersigned declares that they have received and read the information notice on the processing of personal data provided pursuant to Article 13 of Regulation (EU) 2016/679.

Date and place _____

Signature of the applicant: _____