



CIVITARESE
viaggi
dal 1946

Complaint form - Bus

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CIVITARESE Viaggi Srl
Via Villa Rogatti, 168
66026 ORTONA CH
p.iva 00093120699

Details of complainant

Name: Surname:	
Name (if not a natural person):	
Address: Postcode:	
City: Country:	
E-mail: Telephone:	

Details of user (if other than the complainant) and any other passengers:

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

Details of journey

Terminal/stop of departure:Terminal/stop of arrival:	
Scheduled time of departure:	- hour: ____:____
Actual time of departure (where not coinciding with the scheduled time):	
Scheduled time of arrival:	- hour: ____:____
Actual time of arrival (where not coinciding with the scheduled time):	- hour: ____:____
Line/Timetable number:	- hour: ____:____

Grounds of complaint for regular services where the scheduled distance is less than 250 km. Please tick as appropriate next to the relevant entries (*)

(*) You can specify one or more reasons of complaint. For information on the rights of bus and coach passengers under Regulation (EU) No. 181/2011, please refer to the website of the Transport Regulation Authority at the following link : <https://www.autorita-trasporti.it/passengers-rights-trasporto-con-autobus/?lang=en>

- Methods of ticket sale
- Information before and during the journey
- Information in case of cancellation of services or delay
- Assistance in case of cancellation of services or delay
- Delays, missed connections and cancellations
- Rights of disabled persons and persons with reduced mobility
- Failure to take measures to ensure passengers' personal security
- Information on passengers' rights
- Quality of service
- Difficulty in the submission of the complaint
- Ticket Issue/Discriminatory tariff or contract conditions
- Other:

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Description. Please describe what happened with respect to all checked items.

Annexes (**)

(**) Proxy and user identity document (in case the complaint is submitted by a person other than the user). Other attachments:

I would like to receive a reply in the language: italian german english

Signature of the complainant: _____

Place: _____ Date: _____

Privacy Statement

INFORMATION ON THE PROCESSING OF PERSONAL DATA PURSUANT TO ART. 13 OF REGULATION (EU) 2016/679 (RGPD)

Pursuant to Regulation (EU) 2016/679 (RGPD), which establishes rules relating to the protection of natural persons with regard to the processing of personal data, and in particular the articles. 12 and 13, CIVITARESE Viaggi Srl, as Data Controller, provides you, as an "Interested Party", with the following information.

PROCESSING METHODS

The data will be processed through paper media or computerized procedures by specifically "Authorized" employee personnel, in the ways and within the limits necessary to pursue the purposes indicated.

The personal data provided will be adequate for the purposes set out above, processed in a manner relevant to the same and limited to the same.

In order to guarantee the confidentiality and integrity of the data, CIVITARESE Viaggi Srl has adopted adequate technical and organizational measures aimed at avoiding data loss, their illicit or incorrect use and unauthorized access.