

PRIVACY POLICY FOR COMPLAINTS Information pursuant to EU Regulation 2016/679 ("GDPR")

In order to lodge a complaint, as per EU Regulation No. 1177/2010, the customer is kindly required to carefully read the following privacy policy and, if necessary, to express the consent to sensitive personal data processing.

INFORMATION ABOUT DATA CONTROLLER

Trieste Terminal Passeggeri S.P.A. is the **data controller** of your personal data.

The head office is located in Punto Franco Vecchio Molo IV - 34135, Trieste, and the **contact details** are as follows: Management: +39 040 6732365; Administration: +39 040 6732463; Administration office fax: +39 040 6732603; Operation office fax: +39 040 6732644; E-mail: privacy@triesteterminalpasseggeri.com
The Data Protection Officer is Atty. Michele Grisafi, head office located in Trieste, Via del Coroneo 33 (e-mail: dpo@studiogrisafi.com)

PURPOSES AND LEGAL BASES FOR THE LEGALITY OF PROCESSING

In case of customer complaint as per EU Regulation No. 1177/20210, the company collects and may process common personal data (for example personal details, address, e-mail address, mobile or home telephone numbers, tax and insurance data, etc.) also **without specific consent**, for the purposes related to examine the complaint itself. Therefore, common personal data submission, even if non-obligatory, is necessary for the evaluation and processing of the specific complaint.

When collecting information, the company might acquire data which are defined by law as "Sensitive" (e.g., state of health, protected category, etc.). The customer is therefore required to express or deny the consent to the data processing. In case of consent denial, it might be objectively impossible for the company to process the complaint.

PROCESSING METHOD

The data are entered in an electronic database and/or stored in paper files.
The data are not subjected to automated decision-making or profiling of any kind.

RECIPIENTS OF THE DATA

Personal data may be known by collaborators and employees of the company, as subjects authorised and specially instructed to process them.

Data may be communicated to external subjects (e.g., consultants, occupational health physician, tax consultants, lawyers, consulting firms, etc.) for the purposes above outlined, if there is a need for their involvement. These subjects will act as autonomous Data Controllers, or will be duly appointed as Data Processors.

Personal data will not be disclosed, nor will they be transferred to third countries or international organisations.

DATA RETENTION PERIOD

The company **will retain the data for a period of 10 years** and afterwards the data will be deleted.

RIGHTS OF THE DATA SUBJECT

The data subject holds the rights, as per art. 15-21 of the EU regulation 2016/679, i.e., in summary, to require the company (above-mentioned contact details) **to access** to, rectify or cancel **personal data** or to limit the processing activity to the extent to which the data subject is not involved. Furthermore, the data subject has the right to object the data processing as well as retains the right to data portability.

The data subject has the **right to revoke the consent** to treatment at any time, without prejudice to the treatment legitimately carried out until revoked.

If the data subject considers that his/her rights have been compromised, he/she has the right to lodge a complaint with the Data Protection Authority, with headquarters in Piazza Venezia n. 11 - 00187 Rome.

After reading the above privacy policy, the data subject expressly agrees and consents processing his/her sensitive personal data (e.g., state of health, protected category, etc.), according to the procedures mentioned above, by selecting the option "YES"

I HEREBY CONSENT TO THE PROCESSING OF MY SENSITIVE PERSONAL DATA: YES NO

NAME _____ SURNAME _____

DATE _____ SIGNATURE _____