

## Customer Satisfaction Survey Personal Data Protection Policy

(pursuant to Article 13 of EU Regulation no. 679/2016)

Before acquiring your personal data for customer satisfaction surveys, Mercitalia Rail S.r.l. invites you to carefully read the notice regarding the protection of personal data.



### I. Data Controller and Data Protection Officer

*This section provides details concerning the subjects responsible for the procedure*

<b>Data Controller</b>	Mercitalia Rail S.r.l., represented by Chief Executive Officer <i>pro-tempore</i> and the registered office of which is at Rome, Piazza della Croce Rossa, 1 may be contacted at the e-mail address <a href="mailto:titolaretrattamento@mercitaliarail.it">titolaretrattamento@mercitaliarail.it</a> .
<b>DPO</b>	Data Protection Officer (DPO) contact details: <a href="mailto:protezionedati@mercitaliarail.it">protezionedati@mercitaliarail.it</a> .



### II. Types of personal data

*This section outlines the types of data requested from you*

Type of data	Data details
Data acquired directly from the data subject	Personal details (name, surname), contact details (e-mail)
Other Personal Data	Opinion surveys

Your data will be processed using electronic and hard copy media to guarantee suitable measures of security and privacy.



### III. Purpose of Data Processing

*This section covers the purpose of the processing carried out on your data*

Id	Purposes	Nature of the conferment	Legal basis
a	Carrying out surveys to improve the service offered	Optional	Contractual

Conferment of the data necessary for pursuit of the purposes provided for under point a) is 'optional' and any opposition in this regard may result in a situation in which it is impossible for Mercitalia Rail S.r.l. to understand your evaluation of the service provided and, if necessary, to improve it.



### IV. Data recipients

*This section indicates the subjects who will receive and process your personal details*

For the pursuit of the aforementioned purposes the personal data will be processed by the following subjects:

Subjects forming part of Mercitalia Rail S.r.l.
IT Service companies
Other companies within the FS Group

Your data will be processed only by persons expressly authorised by Mercitalia Rail S.r.l. or by companies acting as **Data Processors** on behalf of Mercitalia Rail S.r.l. that have signed a specific contract strictly regulating the processing activities entrusted to them and the obligations regarding the protection of data. Your data will never be disseminated to any other entity.

An updated list of subjects who will receive the personal data is available and may be requested by forwarding an e-mail message to the following address [titolaretrattamento@mercitaliarail.it](mailto:titolaretrattamento@mercitaliarail.it).



### V. Data retention

*This section provides an indication of the period of time during which we will store your data*

The personal data you provided to us will be retained for the entire duration of the contractual relationship, without prejudice to further retention for the following purposes: registration and conservation in the public interest, scientific or historical research, conducting statistical analyses or for technical reasons (e.g., operational continuity).



### VI. Rights of the Data Subjects

*This section provides details on your guaranteed rights*

In accordance with the provisions of articles 15 to 23 of Regulation (EU) 2016/679 the Data Subjects involved are entitled to exercise specific rights. In particular, with respect to the processing of their personal data those concerned have the right to ask Mercitalia Rail S.r.l. to permit access to the same and also allow for their correction, rectification, erasure and limitation. Data subjects may also exercise the right to object to the use of data concerning them and to ensure their portability. Furthermore, they may lodge a claim with the Supervisory Body, which in Italy is the Data Protection Authority. Data subjects who wish to exercise their rights may at any time submit a request to Mercitalia Rail S.r.l. via e-mail [titolaretrattamento@mercitaliarail.it](mailto:titolaretrattamento@mercitaliarail.it) or may express their intention to the **Data Protection Officer**, who may be contacted at the following address: [protezionedati@mercitaliarail.it](mailto:protezionedati@mercitaliarail.it).