

ANNEX "A" REQUEST FOR CONCILIATION FORM

TO: TRENORD SRL CONCILIATION OFFICE – PIAZZALE CADORNA 14, 20123 MILAN (ITALY)

The undersigned

.....

Born in

.....prov.....On.....

Resident inprov.....postal
code.....

Street/square.....

Fiscal code _ _ _ _ _

Phone..... email.....

Please specify that you want to be contacted at the following address (if different from the residence):

street/square.....

Postal code..... town..... prov.....

The outcome of the Conciliation will be notified to the address indicated above.

GIVEN THAT

On..... I presented to Trenord s.r.l. a complaint:

- By means of(*internet, letter, fax..etc..*)
- Related to a journey on the train no..... on the day..... (*indicate train type and number, travel date*)
- Subject to the following case (briefly describe the object of the complaint in a clear and legible form)
.....
.....
.....
.....
- Having received a reply deemed unsatisfactory (*on day..... ID no.....*)
- Not having received a reply within 30 days of receipt by Trenord.

ASK

To the Joint Conciliation Commission to settle the dispute pursuant to the current Conciliation Procedure established by mutual agreement between Trenord and the Consumer Associations pursuant to the signed Memorandum of Understanding

The undersigned declares to know and accept the content of the Conciliation Procedure and promise not to undertake or continue judicial or extrajudicial initiatives pending discussion of his case by the Conciliation Commission and its outcome.

It gives a mandate to negotiate the settlement of the dispute to the representative National Consumer Association and present in the National Council of Consumers and Users established at the Ministry of Economic Development and / or the consumer association belonging to the CRCU.

The list of the Associations adhering to the Trenord Joint Conciliation is available on the website www.trenord.it, in the Conciliation section.

I undertake to communicate to the Conciliation Office the acceptance or rejection of any conciliation proposal identified by the Commission, by fax or e-mail, within 15 working days of the relevant communication.

I ask to be heard on the telephone by the Conciliation Commission:

- o NO
- o YES

With the present form, the undersigned encloses a copy of the following documentation regarding the subject of the dispute:

1. Fiscal code copy
2. Valid ID copy
3. Travel ticket
4. Copy of the complaint letter
5. Copy of the response to the complaint
6. Other documentation (if any)

.....
.....
.....

(please specify attached documents)

CAUTIONARY ADVICE

The undersigned declares to be fully informed of the fact that:

- o at any time I have the right to refuse to participate in the Conciliation Procedure or to withdraw from it and to refer to the ordinary judicial system or other out-of-court dispute resolution mechanisms, subject to a declaration to be communicated to the Conciliation Office;
- o if, before submitting the conciliation form, I have already taken judicial or extrajudicial initiatives on the same event, I must notify the Conciliation Office;
- o the result of the conciliation may be less favorable than the result that could be obtained by resorting to a judicial procedure;
- o I can choose to accept or reject any settlement proposal within 15 working days from the date of receipt thereof. In the event of failure to comply with this deadline, the proposal will be deemed rejected;
- o The conciliation report is effective as a settlement agreement pursuant to art. 1965 Civil Code;
- o The reasoning, information and proposals relating to the dispute are freely presented by the customer and by Trenord, on a confidential basis.

Date

Signature.....

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

The current legislation on the processing of personal data defined in accordance with the provisions contained in the EU Regulation 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data, as well as the free circulation of such data (General Regulation on data protection, hereinafter "EU Privacy Regulations") contains provisions aimed at ensuring that the processing of personal data is carried out in compliance with the fundamental rights and freedoms of natural persons, with particular regard to the right to protection of personal data.

- 1. Purpose of the Treatment and legal basis**
The processing of personal data is aimed at:
- 1) request and purchase of Io Viaggio card;
 - 2) request and purchase of Io Viaggio in Famiglia card;
 - 3) purchase of online subscription;
 - 4) purchase of a railway ticket with customer profiling;
 - 5) online billing service;
 - 6) ticketing billing service;
 - 7) management of complaints sent on paper;
 - 8) management of online complaint;
 - 9) management of travel irregularities;
 - 10) management of defensive writings;
 - 11) receive newsletters;
 - 12) marketing activities;
 - 13) management of refund;
 - 14) management of joint conciliation;
 - 15) sending information request online;
 - 16) management of customer care practices (via email or telephone);
 - 17) lost property management;
 - 18) CartaBlu request;
 - 19) annual subscription register;
 - 20) request and purchase of cards;
 - 21) booking management for group travel;
 - 22) management of travel assistance for people with reduced mobility.

Processing of personal data for promotional / commercial purposes: personal data may also be used for purposes of customer profiling, information and commercial promotion of products and services, as well as surveys on the satisfaction level of the services already received and market research. In such cases, the processing of personal data will be based solely on your free and specific consent. Your consent may be revoked at any time without affecting the lawfulness of the processing carried out before the revocation.

All the data referred to in point 2 below will be kept for:

- 10 years for the data (common and sensitive) collected for the purposes of: refund management; management of travel irregularities; management of defensive writings; joint mediation management; booking management for group travel; travel assistance management for people with reduced mobility; management of complaints sent on paper;
- 5 years for data (common and sensitive) collected for the purposes of: request and purchase of cards; request and purchase Io Viaggio card; card request and purchase Io Viaggio in Famiglia; online subscription purchase; purchase of a railway ticket with customer profiling; online billing service; billing service at the ticket office; online complaint management; receive newsletters; marketing activities; sending information request online; management of customer care practices (via email or telephone); lost property management;
- 6 years for data (common and sensitive) collected for the purposes of: Carta Blu request
- 18 months for data (common and sensitive) collected for the purposes of: annual subscription

register.

Any processing of sensitive data by the Owner is based on the assumptions set forth in art. 9.2 lett. a) of the GDPR.

2. Types of personal data processed
Within the limits of the purposes set out above, the Owner will process the following categories of personal data:

- common personal data concerning personal data; residence; home; behavior in the use of the train service; Bank account details;
- personal data belonging to the particular categories referred to in art. 9 of the GDPR (sensitive data) and consisting of photographs; health data; judicial data; temporal geolocation.

3. Data processing

For the purposes of transparency and in compliance with the principles set forth in art. 12 of the GDPR, we remind you that "processing of personal data" means any operation or set of operations, carried out with or without the aid of automated processes and applied to personal data or sets of personal data, such as collection, registration, the organization, the structuring, the conservation, the adaptation or the modification, the extraction, the consultation, the use, the communication through transmission, diffusion or any other form of making available, the comparison or the interconnection, limitation, cancellation or destruction.

The processing of personal data may be carried out with or without the use of electronic or automated means and will include, in compliance with the limits and conditions set by the GDPR, also the communication towards the subjects referred to in point 6 below.

4. Data processing methods

The personal data processed are:

- a. treated lawfully and fairly by persons authorized to perform these tasks, constantly identified, appropriately trained and made aware of the constraints imposed by the GDPR;
- b. collected and recorded for specific, explicit and legitimate purposes, and used in other processing operations in terms compatible with those purposes;
- c. exact and, if necessary, updated;
- d. relevant, complete and not excessive in relation to the purposes for which they were collected or subsequently processed;
- e. kept in a form that allows the identification of the interested party for a period of time not exceeding that necessary for the purposes for which they were collected or subsequently processed;
- f. processed with the support of paper, computer or electronic means and with the use of security measures designed to guarantee the privacy of the interested party to which the data relate and to avoid undue access to third parties or unauthorized personnel.

5. Nature of the provision

The provision of some personal data is necessary. In case of failure to provide the personal data requested or in the event of opposition to the processing of the personal data provided, it may not be possible to proceed with the request and / or management of the requested service and / or the management of the related contract.

Subject to your express consent, the personal data you provide may be used to carry out marketing activities, or to carry out automated activities aimed at profiling and analyzing consumption habits and choices such as - by way of example - frequency, reason, method of use; failure to consent to the processing of

data and contact details for the purposes indicated does not prevent the execution of the contractual relationship

As provided by the Guarantor for the protection of personal data, the consent given for the performance of marketing activities with automated contact methods (for example text messages, mms, faxes, fonie, e-mail, web applications) also extends to the traditional contact methods (paper mail or telephone call with operator). Similarly, opposition to the development of marketing activities with automated contact methods also extends to traditional contact methods. Your right to provide consent or exercise the right to object in relation to only one of the two methods of performing marketing activities remains unaffected.

6. Data communication and data transfer abroad

The personal data collected are processed by the appointed personnel who need to be aware of them when carrying out their activities and by external subjects who may act as co-owners or data processors, depending on the case.

The Owner also reserves the right to transfer personal data to a third country on the basis of the adequacy decisions of the European Commission or on the basis of the adequate guarantees provided for by the current regulations.

The data will not be disclosed.

7. Rights of the interested party.

Pursuant to Articles 15-20 of the GDPR, you may exercise specific rights, including the right to obtain access to personal data in an intelligible form, to rectify, update or delete them. You will also have the right to obtain the treatment limitation from the Company, you may also object to the processing of your data for legitimate reasons. In the event that you consider that the treatments concerning you violate the rules of the GDPR, you have the right to lodge a complaint with the Authority for the Protection of Personal Data pursuant to art. 77 of the GDPR.

8. Owner and Manager for the protection of personal data (DPO).

Data controller, pursuant to art. 4.1.7 of the GDPR is Trenord S.r.l., with registered office in 20123 Milan, Piazzale Cadorna n. 14.

Responsible for the protection of personal data (also "DPO") is Avv. Yari Mori. To exercise the rights pursuant to the GDPR referred to in point 6 of this statement, you can contact the DPO. All requests for information must be made to the same concerning the identification of the Data Processors acting on behalf of the Data Controller.

The DPO may be contacted with a communication to be sent by post to the Trenord registered office indicated above, or by email to the following email address: privacy@trenord.it.

The complete list of Managers and the categories of data processors are available upon request.

PREFERRED REPLY MODE

- e-mail _____
- letter: street _____ No _____ Postal Code _____ City _____
_____ Country _____

CONSENT TO THE PROCESSING OF PERSONAL DATA

The undersigned _____, pursuant to art. 6.1 letter a) of Regulation (EU) 2016/679 (the "GDPR") declares to have read the Information and freely expresses his/her consent to the processing of personal data by Trenord S.r.l. (the Owner) for the purpose of:

- 1) Customer profiling, also through electronic processing, for the sale of Trenord travel tickets and offers, complaints and requests for information;

YES NO

- 2) Customer profiling, also through electronic processing, of own behavior and consumption habits in order to improve the services provided, to satisfy specific needs and to address the commercial proposals of interest;

YES NO

- 3) Information, promotion and commercial communication of products and services, as well as satisfaction surveys regarding the quality of the services already received and market research, also with automated methods (eg by telephone, SMS, MMS, fax, post electronic and Web applications);

YES NO

- 4) 4) Information, promotion and commercial communication of products and services with automated methods (eg by telephone, SMS, MMS, fax, e-mail and Web applications), by third parties.

YES NO

The undersigned _____, pursuant to art. 9.2 lett. a) of the GDPR, having read the Information on the processing of personal data by the Owner, freely expresses his/her consent to the processing of its sensitive data for the purpose of concluding and executing the contractual relationship with the Owner. It is reiterated that in the absence of such consent it will not be possible to fulfill the obligations contractually assumed.

YES NO

(Place and date)

(Legible signature of the interested party)
