



Complaint form for submission to the service provider

Toscana Regionale Marittima S.p.A. – Toremар
Piazzale dei marmi n.12 int.2
57123 Livorno

1. Complainant's data		
First Name	Surname	
If it is not a person, please enter the name here (e.g. company name):		
Address*:		
Postal Code*:	City*:	Country*:
E-Mail*:		
Landline / mobile phone:		

2. Information about the user (if different from the complainant) and about any other passengers	
First Name:	Surname:
First Name:	Surname:
First Name:	Surname:
First Name:	Surname:

3. Travel Details	
If relevant for the complaint, please indicate travel agency / tour operator / ticket seller:	
Booking number / ticket number *:	
Departure port / terminal *:	
Arrival port / terminal *:	
Planned departure date *:	Planned departure time *:
Actual departure date *:	Actual departure time *:
Planned arrival date *:	Planned arrival date *:
Planned time of arrival *:	Actual arrival time *:

4. Reason for the complaint
Please select the appropriate items Information on the rights of passengers at sea and in inland waterway transport recognized by Regulation (EU) No. 1177/2010 can be found on the website of the traffic regulation authority at the following address: https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/
<input type="checkbox"/> Ticket issuance / contractual conditions or disadvantageous tariffs

<input type="checkbox"/> Rights of people with disabilities and people with reduced mobility
<input type="checkbox"/> Information in the event of cancellations or late departures
<input type="checkbox"/> Travel information
<input type="checkbox"/> Information about passenger rights
<input type="checkbox"/> Alternative Beförderung oder Rückerstattung bei abgesagten oder verspäteten Abfahrten
<input type="checkbox"/> Alternative transportation or refund for canceled or late departures
<input type="checkbox"/> Late arrival and request for financial compensation
<p>Select how you want to receive compensation, if it is due:</p> <ul style="list-style-type: none"> <input type="radio"/> Coupons or other services <input type="radio"/> Credit card <input type="radio"/> Transfer
<input type="checkbox"/> Difficulty submitting a complaint
<input type="checkbox"/> Miscellaneous

5. Description
<p>Please describe the events in relation to all points where you ticked the box in the previous point.</p>

6. Appendices
<p>If the complaint is submitted by another person, please enclose the power of attorney.</p>

Signature of the complainant: _____

Location:	Date:
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* Required fields.

Privacy Information

In accordance with Articles 13 and 14 of Regulation (EU) 2016/679 ("GDPR"), Toremar Toscana Regionale Marittima SpA, as the data controller, informs you that it will process the personal data contained in this form for the following purposes: Processing the complaint, Compliance with tax, accounting and legal obligations, internal control services. The legal basis for the processing of personal data is Article 6 paragraph 1 letter b) (performance of a contract in which the data subject is involved or the implementation of pre-contractual measures) and c) (Fulfillment of legal obligations, including Regulation (EU) 1177/2010 and Legislative Decree 129/2015) of the GDPR. In the event that the passenger files a complaint about the lack of PRM support, please only give us those for the Examining the complaint's essential information, which is the process of processing of special data for which you have already given your express consent when purchasing your ticket. Toremar will only process this data for the purpose of answering your complaint.

The personal data entered in the form will be kept for as long as is necessary for the investigation of the complaint and the immediate response, in addition to the legally stipulated periods for the storage of documents. The attainment of the purposes in question can also be achieved by transferring and forwarding data to third parties, i.e. to third parties who are authorized to process the data as responsible for the implementation or provision of certain services that are strictly appropriate to fulfill the contractual relationship, such as computer service companies, outsourcing companies, port authorities, control authorities, all in accordance with the provisions of the Data Security Act, Toremar shares the data with these people in order to comply with and comply with the legal obligations to which they are subject. The provision of the requested data is essential, regardless of whether it was acquired due to a legal obligation or whether it is strictly relevant for the execution of the contractual relationship. Any refusal to provide this data makes it impossible to carry out the activities necessary to investigate your complaint. The applicable legislation grants the data subject numerous rights, including the right to request the person responsible for data processing to access and correct or delete the data or to request a restriction of the processing relating to them or to oppose their processing, and, if applicable, the right on data portability. To exercise the specified rights, it is possible to write to the data controller based in Piazzale dei Marmi 12, Livorno (57123) or to the email address dpo@toremar.it. Finally, we would like to inform you that Toremar has appointed a data protection officer who can be reached at the following address: dpo@toremar.it. You also have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data violates the GDPR (Art. 77 GDPR), or you have the right to lodge a legal complaint with the competent authority to lodge an appeal (Article 79 GDPR).