

STA - Südtiroler Transportstrukturen AG  
STA - Strutture Trasporto Alto Adige SpA  
Gerbergasse 60  
39100 Bozen  
E-mail: [contact@suedtirolmobil.info](mailto:contact@suedtirolmobil.info)

**Complaint submitted by**

name  surname

name (if not a natural person)

address

postcode  city  country

e-mail  telephone

**Passenger details (if different from the claimant) and details of other passengers**

name  surname

name  surname

name  surname

name  surname

**Journey details (\*)**

travel agent / tour operator / channel of purchase (if relevant)

booking reference / ticket number

Departure station or bus stop  Arrival station or bus stop

scheduled timetable - (hh:mm)  scheduled date - (dd/mm/yy)

route (if relevant)

Reasons for complaint under (EU) Reg. No 181/2011 for regular services where the scheduled distance is 250 km or more (Legislative Decree No 169 of 4 November 2014, art. 1 (3) and (5)):

non-issuance of the ticket / discriminatory tariff or contract conditions

non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility

information on cancellations and delays

failure to provide assistance in case of cancellation or delayed departure

delays, re-routing and cancellations

information on journey

information on passenger rights

failure to adopt a complaint handling system

other:

Reasons for complaint under (EU) Reg. No 181/2011 for regular services where the scheduled distance is 250 km or more (Legislative Decree No 169 of 4 November 2014, art. 1 (3) and (5)):

discriminatory tariff or contract conditions

non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility

information on journey and passenger rights

failure to adopt a complaint handling system

failure to communicate the outcome of the complaint

other:

Bank details for any refunds (if applicable):

IBAN

account holder:

Please describe the problem

Annexes (any supporting documents)

passenger ID

document confirming authorisation (if the claim is made by a third person)

other attachments

**Information on personal data processing**

In line with Art. 13 of the General Data Protection Regulation (EU) 2016/679 (GDPR), this is to inform you that the data submitted by means of this form will be processed digitally. The authorised ticket counter staff will submit the data to STA – Südtiroler Transportstrukturen AG/Strutture Trasporto Alto Adige SpA – and the Mobility Department of the South Tyrolean government. This data is required to process the administrative functions requested.

All users have the right to request access to their personal data and ask the data owner to update or delete their data. They also have the right to object to or restrict the processing of their data. These rights can be exercised within the scope of the data controller's legal obligations to retain data. The data controller is STA – Südtiroler Transportstrukturen AG/Strutture Trasporto Alto Adige SpA, Gerbergasse 60, 39100 Bozen, Italy.

We would also like to inform you that the contract provides for the use of devices to geographically locate users, for the sole purpose of checking validity and recording passenger numbers. This data will only be used for the above-mentioned purpose and will, after the period necessary to fulfil the legal and contractual obligations, be anonymised.

Pursuant to art. 76 of the DPR no. 445 of 28/12/2000, false declarations may result in consequences under criminal law.

For more information on the processing of personal data, please visit the website [www.suedtirolmobil.info](http://www.suedtirolmobil.info).

I have read and hereby accept the data privacy terms

Date

Signature \_\_\_\_\_