

STA - Südtiroler Transportstrukturen AG
STA - Strutture Trasporto Alto Adige SpA
Gerbergasse 60
39100 Bozen
E-mail: 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

booking reference / ticket number / PNR

station of departure station of arrival

scheduled time of departure - (hh:mm) scheduled date of departure - (dd/mm/yy)

scheduled time of arrival - (hh:mm) scheduled date of arrival - (dd/mm/yy)

Reasons for the complaint under Regulation (EC) No 1371/2007

method of ticket sale	advance payments in the event of death or injury of the passenger / minimum insurance
travel information and reservation system	non-compliance with the obligations concerning the rights of disabled persons and persons with reduced mobility
travel information	failure to take adequate measures to ensure passengers' personal security
transport of bicycles	information to passengers about their rights
information concerning discontinuation of services	service quality
failure to provide assistance in case of discontinuation of services	handling of complaints
alternative transport or reimbursement in case of service cancellation, delayed departure or missed connection	derogation or restrictive clause in the transport contract
delays, missed connections and cancellations	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.

I have read and hereby accept the data privacy terms

Date

Signature _____