

REPLACEMENT/REIMBURSEMENT OF TICKETS AND REIMBURSEMENT OF SEASON PASSES AT PHYSICAL LOCATIONS

PRIVACY POLICY PURSUANT TO ARTS. 13 AND 14 OF EU REGULATION NO. 679/2016 (GDPR)

DATA CONTROLLER AND CONTACTS

The Data Controller is Azienda Trasporti Milanesi S.p.A. (ATM), with registered office in Foro Buonaparte 61, 20121, Milan (Italy). The Data Protection Officer, whom you can contact to exercise your rights under art. 13 and/or for any clarifications regarding personal data protection, can be contacted at the following email address: rpd@atm.it.

PURPOSE OF THE PROCESSING AND LEGAL BASIS

The purpose of the processing is the administrative management for the replacement/reimbursement of tickets and the reimbursement of season passes at authorized physical locations. The legal basis is the execution of a contract to which the data subject is a party, pursuant to art. 6, paragraph 1, of EU Regulation No. 679/2016, as well as data subject consent.

CATEGORIES OF DATA PROCESSED AND RECIPIENTS

The data processed are ordinary personal data. Personal data are processed by personnel authorized by the data controller and may be communicated to companies supplying goods and/or services related to the processing.

METHODS OF PROCESSING AND POSSIBLE TRANSFER OF DATA

The data are processed only for the purposes mentioned above and according to the principles of lawfulness, correctness, transparency, accuracy, integrity and confidentiality, established by the regulations in force. The personal data management may also take place through automated and computerized processes. The personal data collected will not be transferred outside the European Economic Area.

DATA RETENTION PERIOD

The data will be kept for up to 10 years from the date of replacement/reimbursement.

DATA SUBJECT RIGHTS

All the rights of the data subject are guaranteed in accordance with the provisions of Articles 15, 16, 17, 18, 20, 21, 22 and 77 of the GDPR:

- right of access to your personal data and all information on the processing carried out;
- right to rectification of inaccurate personal data and integration of incomplete data;
- right to erasure ('right to be forgotten');
- right to limit the processing of your personal data;
- right to data portability;
- right to object to the processing of your personal data;
- right not to be subject to a decision based solely on automated processing;
- right to lodge a complaint with the Italian Data Protection Authority in case a violation is thought to have been carried out.