

PRIVACY POLICY “INQUIRIES FROM CUSTOMERS AND THIRD PARTIES”

PURSUANT TO ART. 13 OF EU REGULATION NO. 679/2016

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 can be contacted at the following email address: rpd@atm.it

PURPOSE OF THE PROCESSING AND LEGAL BASIS

- A) The purpose of the processing is to handle complaints or requests for information or support submitted by users, as well as to provide responses concerning the services provided.
The legal basis is the performance of a contract to which the data subject is a party pursuant to art. 6, paragraph 1, letter b) of EU Regulation No. 679/2016.
- B) The purpose is to provide information and dedicated support to passengers with disabilities, including the management of assistance requests and accessibility services.
The legal basis consists of reasons of substantial public interest in the field of mobility and social inclusion pursuant to art. 9, paragraph 2, letter g) of EU Regulation No. 679/2016.
- C) The purpose of the processing is the monitoring of the functioning and performance of the service provided, in order to ensure the efficiency, continuity, and enhancement of the local public transport service, through the establishment of a focus group composed of the relevant stakeholders.
The legal basis is the consent pursuant to art. 6, paragraph 1, letter a) of EU Regulation No. 679/2016.
- D) The purpose of the processing is the prevention and suppression of unlawful acts, as well as the exercise of the Controller’s rights in judicial proceedings and the management of disputes. The Controller’s interest corresponds to the constitutionally protected right to take legal action (Article 24 of the Italian Constitution) and, as such, is socially recognized as prevailing over the interests of the individual data subject.
The legal basis is the controller’s legitimate interest pursuant to art. 6, par. 1, letter f) of EU Regulation 679/2016.

CATEGORIES OF DATA PROCESSED

Data processed are ordinary personal data, such as contact details (for example: email address, telephone number, etc.) and it may also be necessary to process special data for the provision of subsidized services.

DATA DISCLOSURE

Personal data are processed by personnel authorized pursuant to Article 29 of the GDPR and Article 2-quaterdecies of the Italian Data Protection Code, by the data controller and may be communicated to companies that provide goods and/or services related to the processing.

METHODS OF PROCESSING

The processing of personal data may also be carried out through automated and computerized procedures, by means of the operations of collection, recording, organization, storage, consultation, processing, alteration, selection, retrieval,

comparison, use, interconnection, restriction, disclosure, erasure and destruction of the data. Furthermore, the data are processed solely for the purposes indicated above, in accordance with the principles of lawfulness, fairness, transparency, accuracy, integrity and confidentiality established by the applicable legislation.

DATA TRANSFER

No transfer of the personal data collected for the purposes set out above to third countries outside the European Economic Area or to international organizations is currently envisaged. Should such transfer become necessary, it will be carried out based on an adequacy decision pursuant to Article 45 of the GDPR and in compliance with the appropriate safeguards provided for under Article 46 of the GDPR.

DATA RETENTION PERIOD

The data will be retained with reference to the purpose:

- A. for ten years from the last inquiry.
- B. for ten years from the last inquiry.
- C. for 24 months or until the withdrawal of consent.
- D. for the period necessary to establish, exercise or defend legal claims, until the expiry of the time limits for bringing appeals.

PROVISION OF DATA

Where the provision of personal data constitutes a legal or contractual obligation, or a requirement necessary for entering into a contract, the data subject is required to provide such personal data. The failure to provide the requested data may result in the impossibility of receiving a response and may also lead to sanctions in accordance with applicable laws and regulations. In all other circumstances, the provision of personal data is optional.

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.

Should the data subject believe that their rights have been infringed, they are entitled to lodge a complaint.

For further information, we invite you to consult the website of the Italian Data Protection Authority – www.garanteprivacy.it – where a dedicated section on these rights is available.

METHODS FOR EXERCISING RIGHTS

You may exercise your rights at any time by:

- sending a registered letter with return receipt to the address of Data Controller;
- sending an email to: protezionedatipersonali@atm.it