



For the case of item 5, the following documents are attached:

- copy of the invoice with the disputed transit highlighted

and anything else that may be helpful to confirm the facts as set out

.....  
.....

**having received an unsatisfactory reply** as per the attached copy, by (please cross out the relevant item)

letter dated \_\_\_\_\_  e-mail dated \_\_\_\_\_

not having received a reply

**ASKS**

request for conciliation under the *Regolamento di Conciliazione Paritetica* - Joint Conciliation Regulation  
(indicate proposed solutions, if any)

.....  
.....  
.....  
.....

**WHEREAS**

The undersigned declares that he/she knows and accepts in full the contents of the Joint Conciliation Regulation, to which this Form is annexed, and mandates the Consumers' Association (tick the relevant item - if no item is ticked, the Association will be chosen by Autostrade per l'Italia, even if the complaint/request concerns other Companies)

- Adoc
- Adusbef
- Adiconsum
- Codacons
- Federconsumatori
- U.Di.Con.
- No preference

in order to reach a conciliation or settlement of the dispute described above.

To this end, the undersigned authorises the appointed arbitrator to have access to all technical and administrative documents concerning the dispute and states that he/she wishes to be contacted at the following address:

Via/P.za \_\_\_\_\_ City \_\_\_\_\_ Province \_\_\_\_\_  
Postal Code \_\_\_\_\_ Phone Number \_\_\_\_\_ Cell Phone \_\_\_\_\_  
FAX \_\_\_\_\_  
e-mail \_\_\_\_\_

Date

Signature

## Information pursuant to Article 13 of European Regulation 2016/679

Pursuant to current privacy legislation (art.13 of European Regulation 2016/679 (GDPR).

We inform you that your personal data, provided with this form, include common data and will be processed by Autostrade per l'Italia and the companies indicated below, as autonomous Data Controllers:

- Autostrade per l'Italia SpA, Via Alberto Bergamini 50, 00159 Rome
- Raccordo Autostradale Valle d'Aosta SpA, Via Alberto Bergamini 50, 00159 Rome
- Tangenziale di Napoli SpA, Via Giovanni Prozio 4, Centro Direzionale Isola A/7, 80143 Naples

Your personal data will also be processed by the Consumers' Association, which will be chosen by you for its representation from among those listed below, as autonomous Data Controller:

- Adiconsum, Largo A. Vessella, 31 - 00199
- Adoc, Via Castelfidardo 43-45, 00188 Rome
- Adusbef, Via Bachelet ,12 00185 ROME
- Codacons, Viale Giuseppe Mazzini 73 00195 Rome
- Federconsumatori, Via Palestro, 11 00185 Rome
- U.Di.Con, Via di Santa Croce in Gerusalemme, 63 00185 Rome

The Data Protection Officer (DPO) of Autostrade per l'Italia SpA is domiciled for this purpose at the Company's registered office and can be contacted at the PEC address: [dpo@pec.autostrade.it](mailto:dpo@pec.autostrade.it)

The Data Protection Officer of Raccordo Autostradale Valle d'Aosta SpA is domiciled for this purpose at the company's registered office and can be contacted at the PEC address: [ravspa@pec.ravspa.it](mailto:ravspa@pec.ravspa.it)

The Data Protection Officer of Tangenziale di Napoli SpA is domiciled for this purpose at the company's registered office and can be contacted at the PEC address: [tangenzialedinapoli@pec.tangenzialedinapoli.it](mailto:tangenzialedinapoli@pec.tangenzialedinapoli.it).

Adiconsum's Data Protection Officer is Mr. Gianluca Vergari

Adoc's Data Protection Officer is Ms. Laura Pulcini

The Data Protection Officer of Adusbef is Mr. Antonio Tanza

The Data Protection Officer of U.Di.Con is Ms. Anastasia Ambesi

Personal data include common data and will be processed for the purposes related to the management of the complaint/request and the out-of-court settlement of the dispute indicated in this form through the Conciliation Procedure and their provision is mandatory. Failure to provide, partial or incorrect provision of such data may result in the Data Controllers being unable to carry out the aforementioned activities.

The legal basis for the processing is consent, pursuant to art. 6(1)(a) of the GDPR.

Personal data will be processed, in compliance with the regulations in force, through manual, IT and telematic tools and by implementing procedures strictly related to the aforementioned purposes, so as to ensure the confidentiality and security of the data.

Personal data will only be stored for as long as necessary for the purposes for which they are collected in compliance with the principle of minimisation pursuant to art. 5(1)(c) of the GDPR, and only the persons tasked with the processing by the Data Controller and authorised to perform the processing operations within the scope of the aforementioned activities may acquire the personal data provided.

Your data may also be shared with third parties (parent/subsidiary companies involved or third-party companies) required to process the information for the same purposes as those indicated above, who are, for this purpose, appointed as "Data Processors".

The administrative activities relating to the payment of any damages are carried out on behalf of the above Companies by: EssediEsse Società di Servizi SpA, with registered office in Rome, Via A. Bergamini 50, 00159 Rome, appointed for this purpose as Data Processor by the same Companies.

Under no circumstances will your personal data be disseminated.

The management and storage of the Data takes place on servers located in Italy; the Data Controller may use servers of third companies appointed as Data Processors and located within the European Union.

The Data Controller does not intend to transfer Personal Data outside the European Union.

Finally, please be informed that Articles 15-22 of European Regulation no. 679/2016 allow Data Subjects to exercise specific rights; Data Subjects may obtain from the Data Controller: access, correction, cancellation, restriction of processing, revocation of consent as well as portability of data concerning them. Data Subjects may also object to the processing. Where the Data Subject exercises the right to object to the processing, the Data Controller reserves the right not to process the request, and thus to continue processing, if there are compelling legitimate grounds for processing that prevail over the interests, rights and freedoms of the Data Subject.

The aforementioned rights may be exercised by making a request addressed without formalities to:

- the Data Protection Officer of Autostrade per l'Italia SpA at the following PEC address: [dpo@pec.autostrade.it](mailto:dpo@pec.autostrade.it)
- Federconsumatori at: [privacy@federconsumatori.it](mailto:privacy@federconsumatori.it)
- U. Di. Con at: [privacy@udicon.org](mailto:privacy@udicon.org)
- the DPOs of the other companies and associations indicated above at the addresses provided on their institutional websites

We would also like to inform you that you may lodge a complaint pursuant to art. 57(f) of the GDPR with the Data Protection Authority.

#### CONSENT FORM

The undersigned \_\_\_\_\_,  
 declares to have received information according to art. 13 of European Regulation 2016/679 and,  
 based on the information received

gives consent  denies consent

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ Signature \_\_\_\_\_