

Information notice on the processing of personal data provided via the Web Form on the Customer Care portal

Information notice pursuant to Article 13 of the European Regulation 2016/679

Pursuant to the current regulations on data protection (Art.13 of the European Regulation 2016/679 - GDPR), Autostrade per l'Italia S.p.A. hereby provides information on the processing of personal data provided by Users when submitting requests for information or clarifications, sending suggestions or reports on the Company's services and products, or complaints against the Company, by filling in the Web Form on the Customer Care portal (hereinafter "Web Form").

1. DATA CONTROLLER

Autostrade per l'Italia S.p.A. with registered office at Via A. Bergamini, 50 - 00159 Rome.

The Data Protection Officer (DPO) for Autostrade per l'Italia S.p.A. is domiciled for the purpose at the Company's registered office.

2. TYPES OF DATA PROCESSED

The personal data processed by Autostrade per l'Italia S.p.A. may include "common" personal data and data belonging to "special" categories pursuant to art. 9 GDPR (e.g. health), where voluntarily provided by Users through the Web Form.

3. PURPOSE AND LEGAL BASIS OF DATA PROCESSING

The completion of the Web Form, which is optional, explicit and voluntary, entails the acquisition of the sender's address, which is necessary to respond to requests and/or complaints.

The common personal data entered in the Web Form by Users will be processed by ASPI for the sole purposes connected with and/or functional to the handling of requests and/or complaints.

In case personal data concerning "special categories" pursuant to art. 9 of the GDPR (e.g. health data, data concerning religion, ethnicity or membership to political parties or trade unions) have been entered in the Web Form, Autostrade per l'Italia S.p.A. will ask for your consent before processing.

The provision of personal data is optional; the provision of data becomes mandatory only in case of request by Autostrade per l'Italia S.p.A. of personal data in addition to those entered in the Web Form, which are deemed necessary to ensure proper handling of the request or complaint. Failure to provide, partial or incorrect provision of the data requested may prevent the request or complaint from being handled.

4. DATA PROCESSING METHODS

Personal data are processed in compliance with the regulations in force through manual, computerised and telematic tools, adopting criteria strictly related to the purposes indicated, so as to guarantee the security and confidentiality of the data provided.

5. DATA RETENTION PERIOD

Your Personal Data will only be kept for as long as necessary for the purposes for which they have been collected in compliance with the principle of minimisation pursuant to Art. 5.1.(c) of the GDPR.

6. DATA RECIPIENTS

Within Autostrade per l'Italia S.p.A., personal data may exclusively be disclosed to the persons accredited to process data by the Data Controller and authorised to carry out the processing operations within the scope of the aforementioned activities.

Personal data may be disclosed to third parties (parent/subsidiary companies involved or third-party companies) who are required to process the information for the same purposes as those set out in point 3, and who are, to this end, appointed 'Data Processors'.

The full list of persons appointed as Data Processors is available from the DPO.

Personal data processed may be communicated to insurance companies or institutions for the handling of a claim.

Under no circumstances will your personal data be disseminated.

7. RIGHTS OF DATA SUBJECTS

Lastly, we would like to inform you that Articles 15-22 of the GDPR allows data subjects to exercise specific rights; the data subject may obtain from the Data Controller: access, rectification, erasure, restriction of processing, revocation of consent, as well as portability of data concerning them. The data subject may also object to the processing. Should the right to object be exercised, the Data Controller reserves the right not to process the request, thus continue processing upon existence of compelling legitimate grounds for processing prevailing over the interests, rights and freedoms of the data subject.

The above rights may be exercised by submitting a request without formalities to the Data Protection Officer (DPO) of Autostrade per l'Italia SpA at the following address: dpo@pec.autostrade.it, using the forms made available by the Data Controller on the website www.autostrade.it.

Please be also informed that you may lodge a complaint pursuant to Art. 57 (f) of the GDPR with the Italian Data Protection Authority