

Personal data protection

On April 27th 2016, the European Union approved an important reform to the regulatory framework pertaining to the protection of personal data with the adoption of the “General Data Protection Regulation” (GDPR or Regulation), which became directly applicable in Member States. The Regulation replaced Directive 95/46/EC (“Data Protection Directive”) and its application became mandatory from 25 May 2018, two years after its entry into force.

The new Regulation reinforces the safeguards related to the right to personal data protection, in line with the recognition of the protection of personal data as a fundamental right in the EU. Furthermore, the Regulation represents a necessary and urgent response to the challenges posed by technological developments that allow for the collection and processing of large quantities of personal data in real time, thereby enabling the development of automated decision-making without any human involvement. The Regulation meets the requirement to protect privacy, which is an increasingly pressing concern for European citizens.

Trenitalia S.p.A. considers the protection of the personal data of its customers, employees and suppliers an obligation that goes beyond simple regulatory compliance. For this reason it has adopted its own Data Protection Framework that is intended to be a set of roles and responsibilities, internal rules and methodologies, aimed at guaranteeing the management and mitigation of risks for the rights and freedoms of individuals related to the processing of personal data.

Rights of the data subjects

EU Regulation 2016/679 (Articles 15 to 23) grants data subjects the option to exercise specific rights. In particular, in relation to the processing of your personal data, you have the right to request Trenitalia S.p.A. for: access to your data; the rectification, cancellation and portability of your data; limitation of processing; opposition to processing. In particular:

- Right to access: You have the right to ask Trenitalia S.p.A. for confirmation as to whether or not personal data concerning you is being processed and, should that be the case, to access this personal data;
- Right to rectification: You have the right to obtain from Trenitalia S.p.A. the correction of inaccurate personal data concerning you;
- Right to erasure/right to be forgotten: You have the right, under certain circumstances, to obtain from Trenitalia S.p.A. the cancellation of your personal data;
- Right to data portability: You have the right, under certain circumstances, to obtain from Trenitalia S.p.A. your personal data in a structured format, commonly used and readable by an automatic device. You also have the right to transmit your data to another data controller without impediments by Trenitalia S.p.A.;

- Right to restriction of processing: You have the right, under certain circumstances, to obtain from Trenitalia S.p.A. the restriction of processing;
- Right to object to processing: You can object at any time, for reasons connected to your particular situation, to the processing of your personal data; Trenitalia S.p.A. will refrain from further processing of your personal data, unless it can demonstrate the existence of compelling legitimate reasons to proceed with the processing that prevail over your own interests, rights and freedoms or in the event of establishing, exercising or defending a right in court.

Furthermore, you can lodge a complaint with the Supervisory Authority, which in Italy is the Italian Data Protection Authority.

You may request to exercise your rights from Trenitalia S.p.A at any time by contacting the following email address: areaclienti@trenitalia.it or by contacting the Data Protection Officer at: protezionedati@trenitalia.it.

The Data Protection Officer

(DPO), who is responsible for monitoring compliance with the Regulation.

The Data Protection Officer for Trenitalia S.p.A. can be contacted at the following address:

Trenitalia S.p.A. – Data Protection Officer

Piazza della Croce Rossa, 1

00161 Rome

email: protezionedati@trenitalia.it