






INFORMATION NOTICE regarding the PROCESSING OF PERSONAL DATA pursuant to Art.13 of Reg (EU) 2016/679


	DATA PROTECTION OFFICER (DPO)	S.A.C.B.O. S.p.A. Via Orio al Serio 49/51 - 24050 Grassobbio (BG) E-mail address: privacy@sacbo.it ("Company")
	DATA PROTECTION OFFICER (DPO)	Partners4Innovation c/o S.A.C.B.O. S.p.A. E-mail address: dpo@sacbo.it


	PERSONAL DATA PROCESSED
	<ul style="list-style-type: none"> Name, surname, sex, telephone number, e-mail address, etc. Processing of personal data concerning health, and in particularly concerning your condition of Reduced mobility passenger "PRM"; racial or ethnic origin, religious beliefs and any other condition concerning special categories of personal data (special categories of personal data – former "sensitive data").


PURPOSES OF THE PROCESSING	LEGAL BASIS OF THE PROCESSING	DATA RETENTION PERIOD
The data you provide when completing this form will be processed by the Company to give feedback to your suggestions, reports and complaints; to detect customer satisfaction and to improve the quality of services	Need to fulfill a legal obligation to which the Data Controller is subject	These data will be kept for the time necessary in order to respond to your suggestions, reports and complaints. Once the aforementioned term has elapsed or in any case the request or complaint has been completely processed, they will be kept for a maximum of 5 years, except in the event of a judicial litigation: in this case, data will be kept for the entire duration of it, until the exhaustion of the terms of practicability of the actions of challenge/final sentence.
If necessary, data will be processed to ascertain, exercise or defend the rights of the Controller	Legitimate interest	

After this deadline, the data will be destroyed or made anonymous compatible with the technical procedures of cancellation and backup.

	OBLIGATORY PROVISION OF DATA
	Pursuant to art. 13, co. 2, lett. e) of the GDPR, we inform you that the data you provide, in the collection form, are mandatory to manage the request / complaint received. Therefore, failure to transmit such data will not allow the Company to process your request.

	DATA RECIPIENTS
	The data can be communicated to subjects operating as Data Controllers (such as airlines, handling companies, supervisory and control authorities and bodies and, in general, public or private subjects entitled to request the data) or processed, on behalf of the Company, by Data Processors, to whom adequate operating instructions are given.

	AUTHORIZED SUBJECTS TO THE PROCESSING
	Data may be processed by employees of the corporate functions responsible for the pursuit of the purposes, who have been authorized to process and who have been received adequate operating instructions.

	RIGHTS OF THE DATA SUBJECT - THE RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY
	By contacting the Company by e-mail at privacy@sacbo.it , data subjects have the right to ask the Controller to access to data concerning themselves, the right to rectifications; erasure; to restriction of processing as per art. 18 GDPR; right to data portability; right to object and others. Data subjects, furthermore, if the data processing is based on consent or on a contract, and it is processed with automated tools, shall have the right to receive their personal data in a structured, commonly used and machine-readable format, as well as, if technically possible, have the right to transmit those data to another Controller without hindrance from the Controller to which the personal data have been provided. Data subjects have the right to lodge a complaint to the competent Supervisory Authority in the European State in which they reside habitually or work, or the State in which the alleged data breach has occurred.