

Information on the processing of personal data provided via e-mail addresses

Information pursuant to Article 13 of European Regulation 2016/679

Pursuant to current privacy regulations (art.13 of European Regulation 2016/679 - GDPR), Autostrade per l'Italia S.p.A. hereby provides information on the processing of personal data provided by users to submit requests for information or clarifications, to send suggestions or reports on the Company's services and products, through the e-mail addresses (e.g., "info@autostrade.it") or to send complaints against the Company itself, through the e-mail address "reclami@autostrade.it" (hereinafter referred to as "web channels").

1. DATA CONTROLLER

Autostrade per l'Italia S.p.A. with registered office in 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

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 of the GDPR (e.g., health), where voluntarily provided by Users, through web channels.

3. PURPOSE AND LEGAL BASIS OF THE PROCESSING

The optional, explicit and voluntary transmission of communications via web channels entails the acquisition of the sender's address, which is necessary to reply to requests and/or complaints.

The common personal data included in the aforementioned communication by Users will be processed by ASPI only for purposes connected with and/or useful for the management of requests and/or complaints. Should personal data concerning "special categories" pursuant to art. 9 of the GDPR (e.g., health data, data concerning religion, ethnicity or belonging to political parties or trade unions) be provided in the body of the message, Autostrade per l'Italia S.p.A. will request consent before proceeding with processing.

The provision of personal data is optional; only in case of request by Autostrade per l'Italia S.p.A. of additional personal data to those included in the message as above indicated, which are deemed necessary for the proper management of the request or complaint, the provision of such data is mandatory. Failure to provide, partial or incorrect provision of the requested data may result in the impossibility of handling the request or complaint.

4. DATA PROCESSING METHODS

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.

5. DATA RETENTION PERIOD

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.

6. DATA RECIPIENTS

Within Autostrade per l'Italia S.p.A., 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.

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 set out in point 3, and which are, for this purpose, appointed as "Data Processors".

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

The personal data processed may be disclosed to insurance companies or institutions handling complaints in case of accidents.

Under no circumstances will personal data be disseminated.

7. RIGHTS OF DATA SUBJECTS

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 (DPO) at the following PEC address: dpo@pec.autostrade.it, by using the appropriate forms made available by the Data Controller on the website www.autostrade.it.

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.

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