

PREPAID VIACARD REGULATION

The prepaid Viacard is a legitimisation document used for the payment of motorway tolls on the entire Italian motorway network issued by Autostrade per l'Italia S.p.A., with registered office in Rome, Via A. Bergamini, 50, with fully paid-up share capital of EUR 622,027,000.00, tax code, VAT number and registration number with the Register of Companies of Rome 07516911000 C.C.I.A.A. ROMA no. 1037417.

These Viacard Prepaid Regulations have the code VP REG 3 and govern relations between Autostrade per l'Italia and Viacard Prepaid holders.

Rules for using the card

The prepaid Viacard allows the payment of motorway tolls without the use of cash at the Viacard reserved toll booths on the entire Italian toll motorway network, except for lanes reserved for electronic toll collection.

The lanes where the prepaid Viacard is accepted are, as a rule, marked with special vertical signs and signs bearing the Viacard logo (also present on the card).

The use of the prepaid Viacard requires the customer to collect the travel ticket at the motorway entrance station from the specific facilities and keep it intact for the duration of the journey. On arrival at the destination station, the customer shall hand the ticket and card to the operator in the manual lanes or insert the ticket in the special slot of the automatic exit lane - specially marked - and then insert the Viacard.

In the case of "open-system" toll stations, for which no tickets are issued, the customer shall either hand over the Viacard card to the operator in manual systems or introduce the same Viacard card in automatic systems.

The system will deduct the sum due for the distance travelled according to the tariff applicable to the vehicle from the credit on the card.

If the amount of the Viacard is not sufficient to pay the toll in full, the user may use another prepaid Viacard.

In stations equipped with "automatic cash machines" and in stations manned by toll collectors, if Viacard cards with an insufficient amount are used, it is possible to complete the payment by supplementing the amount with cash.

In all other lanes, it is not permitted to use more than two cards for the same payment and/or to supplement the amount with cash or another, different payment method.

In such a case, a non-payment report will be issued for the remaining unpaid amount.

Ways to extinguish a non-payment report

In the event of unpaid toll or part thereof, a "Non-Payment Report" (R.M.P.) is issued (by the operator if the transit is made at a manual gate, or by the system if the transit is made at an automatic gate). This Report shall be collected directly from the customer at the time of transit.

The amount due shall be paid, without any surcharge, within 15 days from the date of issue of the non-payment report.

After the aforementioned deadline, the amount will be increased by the administration fees (Article 176 paragraph 11 bis of the New Highway Code) and payment can be made in accordance with the procedures set out on the front of the "Non-payment Report" or on www.autostrade.it Punto Blu Online section.

Failure to pay the amount due will result in the enforced recovery of the claim with the associated additional costs.

Management of demagnetised and/or deteriorated cards

In the event of a demagnetised or deteriorated card, the cardholder may request a refund, for the amount equal to the residual credit resulting to Autostrade per l'Italia at the time of receipt of the communication, by accessing the website www.autostrade.it, Punto Blu Online section, attaching the photo or scan of the Viacard.

Value of cards

The initial value of the prepaid Viacard card is clearly indicated on it.

Validity of the card

The Viacard card is valid until its credit is completely used up, as can be detected, according to the progressive use of the same, by the central systems of Autostrade per l'Italia S.p.A.

Ownership of the card

The card is the property of Autostrade per l'Italia S.p.A.

Once the credit has been used up, the card will be automatically retained by the track equipment or the collector.

Loss or theft or destruction of the card

In the event of theft and/or loss of the prepaid Viacard, it is possible to request reimbursement of the amount equal to the residual credit resulting from Autostrade per l'Italia at the time of receipt of the theft or loss notification.

Reimbursement will only take place upon presentation of the complaint or declaration in lieu of affidavit together with a copy of the invoice proving the purchase of the card itself, and/or a copy of the payment receipt collected at the toll station containing the details of the last transit paid with the Viacard in question.

The reimbursement request can be made by accessing www.autostrade.it, Punto Blu Online section.

Autostrade per l'Italia will reimburse the value equal to any residual credit of the destroyed card to the holder who provides proof of purchase of the card (invoice for the specific card and/or copy of the payment receipt collected at the tollbooth containing the details of the last transit paid with the Viacard in question), as well as the destruction of the card itself (by attaching a self-declaration), in accordance with the procedures indicated above.

The value reimbursed to the customer (see Card Validity) in the manner set out above shall be equal to the value of the lost, stolen or destroyed card as at the date and time of receipt by ASPI of the notice/report of loss, theft or destruction as indicated above.

Transit data request

The details of the transit carried out using the card are shown on the receipt that the card holder can obtain directly when paying for the transit by requesting the transit certificate to be issued.

Overall summaries of transits made with the use of the Viacard will not be provided.

Invoice request

The invoice for the purchase of the Viacard can be requested online by the customer by following the instructions on www.autostrade.it, Punto Blu Online section.

Amendments to the Rules

Autostrade per l'Italia may amend these Regulations when duly justified and, in particular, due to reasons of safety or service management and/or efficiency, changes in the law, regulations, administrative or supervisory rules, or orders by administrative authorities.

The amendments to this text will be operating as from the publication of a new regulation also bearing a new reference code (VP REG) that will be stamped on all cards issued after its publication.

Privacy policy

Pursuant to art.13 of European Regulation 2016/679 (GDPR), Autostrade per l'Italia S.p.A. informs customers that their personal data will be processed by Autostrade per l'Italia, as Data Controller, for the management of requests for reimbursement of residual credit in the event of a demagnetized/damaged, lost, destroyed or stolen card, and for requests for billing new Viacard. Such processing will be based on principles of correctness, lawfulness and transparency and protection of the confidentiality and rights of customers.

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 and can be contacted via email at dpo@pec.autostrade.it.

2. Type of Data Processed

The customer's personal data, processed by Autostrade per l'Italia S.p.A., include common data (such as name, surname, address, telephone number, tax code, VAT number, e-mail address).

3. Purpose and legal basis of processing

The data are processed for the purposes of managing the prepaid Viacard service, as provided for in these Regulations, and in particular for the management of requests (a) for reimbursement of residual credit in the event of a demagnetised/lost, destroyed or stolen card, and (b) for invoicing new Viacard cards as well as (c) to comply with legal obligations regarding invoicing.

The legal basis for the processing is: (i) performance of the contract; (ii) legal obligation.

The provision of data is compulsory for the above-mentioned management activities; therefore, failure to provide such data, even in part or inaccurately, may result in the impossibility for the Data Controller to carry out these activities and all legal obligations related to these activities.

4. Data Processing methods

This data is processed in compliance with the regulations in force by means of manual, IT and telematic tools, with logic strictly related to the purposes indicated, so as to guarantee the security and confidentiality of the data.

5. Data Retention Periods

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 in charge of the processing by the Data Controller and authorised to carry out the processing operations within the scope of the aforementioned activities may become aware of the personal data provided.

Such 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 who are, for this purpose, appointed "Data Processors".

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

Under no circumstances will personal data be disseminated.

7. Rights of Data Subjects

Finally, we would like to inform you that Articles 15-22 GDPR give data subjects the possibility to exercise specific rights; the data subject may obtain access, rectification, cancellation, restriction of processing, revocation of consent, as well as portability of data concerning them from the Data Controller.

The data subject also has the right to object to the processing. If the right to object is exercised, 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 override the interests, rights and freedoms of the data subject.

The above rights may be exercised by making a request to the Data Protection Officer (DPO) at the following PEC address without formalities: dpo@pec.autostrade.it , using the forms provided 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 Article 57(f) GDPR with the Data Protection Authority.