

## REFUND REQUEST

### INFORMATION TO BE PROVIDED

Dear Customer, if you need help in filling out this form, meant to obtain a refund for your ticket, please read our **“Transport Conditions” and the related penalties of use.**

We also ask you to read Art. 13 of EU Regulation no. 2016/679 (the so-called “GDPR”) regarding the protection of personal data.

**After this form has been filled out properly, it should be sent to: [rimborsi@blunavytraghetti.com](mailto:rimborsi@blunavytraghetti.com)**

### INFORMATION PURSUANT TO ART. 13 OF EU REGULATION No. 2016/679 AND LEGISLATIVE DECREE No. 196/2003

Pursuant to Art. 13 of European Regulation (EU) no. 2016/679 “General Data Protection Regulation” (hereinafter, the “GDPR”) and, as the case may be, Legislative Decree no. 196/2003 (hereinafter, the “Privacy Code”) as amended by Legislative Decree no. 101/2018, we hereby inform you that the personal data you enter into this form will be processed by our company in compliance with the GDPR and the applicable Italian legislation on privacy *pro tempore*, for the **purposes strictly necessary and related to the management of your request** and to fulfill any legal obligations incumbent on the Data Controller. For example, this data is requested for the purpose of communications relating to any problems arising in relation to the payment of the refund and, to this aim, you may be contacted by telephone and email.

**Legal basis of the processing:** Our company processes your data lawfully: on the basis of your **express consent**, in order to process your refund request; if necessary, in order to fulfill any legal obligations incumbent on the Data Controller. You are not obliged to provide our company with your personal data, but failure to provide such data will prevent our company from processing your request.

**Method of processing:** Your personal data will be processed on paper and magnetic media using **manual and computer tools**, taking appropriate measures to ensure the security and the confidentiality of the data pursuant to Art. 32 GDPR. Your personal data will only be processed for the time strictly necessary to achieve the above purposes. Your data will not be communicated to other parties, nor will it in any way be subject to fully automated dissemination or decision-making processes, including profiling. Passenger Division Management, as Data Processor, will be aware of this data.

**Data Controller and Data Processor:** The Data Controller is **BN di Navigazione s.p.a.**, with registered office at Calata Italia no. 24/A, 57037 Portoferraio (LI), Italy. The Data Controller can be contacted at the number/email address: [info@blunavytraghetti.com](mailto:info@blunavytraghetti.com)  
The Data Processor, appointed by the Data Controller in relation to the Passenger Transport Service’s travel documents, is the **General Management** of the Company. The General Management, in its capacity as Data Processor, can be contacted at the number/email address: [info@blunavytraghetti.com](mailto:info@blunavytraghetti.com)

**Rights of data subjects:** with regard to the above-mentioned subjects, you may exercise the rights recognized by the GDPR at any time, including: the right to ask our company for access to your personal data and information relating to it; the right to rectify inaccurate data or supplement incomplete data; the right to erase personal data relating to you (if one of the conditions indicated in Art. 17, par. 1 GDPR is met and in accordance with the exceptions provided for in par. 3 of the same article); the right to limit the processing of your personal data (where one of the conditions indicated in Art. 18, par. 1 of the GDPR applies); the right to request and obtain from the Data Controller - in the event that the legal basis for the processing is the contract or consent, and the processing is carried out by automated means - your personal data in a structured format, readable by automatic device, also in order to communicate this data to another data controller (the so-called right to data portability under Art. 20 GDPR); the right to object at any time the processing of your personal data in the event of special situations concerning you; the right to withdraw your consent at any time, limited to cases where the processing is based on your consent for one or more specific purposes and concerns personal data (processing based on consent and carried out before the withdrawal of consent shall, however, continue to be lawful); the right to lodge a complaint with the supervisory authority (The website of the Italian Data Protection Authority is [www.garantepriacy.it](http://www.garantepriacy.it)).

### CONSENT TO THE PROCESSING OF PERSONAL DATA

In relation to the information provided in this notice, pursuant to Art. 13 GDPR:

I consent  I do not consent

to the processing of my personal data for the purpose of communications relating to the occurrence of problems in connection with my request;

I consent  I do not consent

to the use of my email address and telephone number for the purpose of communications relating to the occurrence of problems in connection with my request.

Date  /  /

Signature \_\_\_\_\_

## TYPE OF REQUEST

**Booking number:**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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**Refund amount:**

<input type="text"/>	<input type="text"/>	<input type="text"/>	.	<input type="text"/>	<input type="text"/>
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**Indicate the reason for cancelling the trip:**

- A)** Waiver of travel by the Traveler (before departure)
- B)** Trip cancelled by order of the Public Authority or reason attributable to BN di Navigazione s.p.a.
- C)** Trip cancelled due to adverse weather and sea conditions
- D)** Partially used ticket (only outward or only back)

## APPLICANT'S PERSONAL AND BANKING DETAILS

Last name

First name

Address

No.  Postal code

City

Province

Country

Tel.

Mobile telephone

Email

IBAN

Enter the first name and last name of the bank account holder (if different from the applicant):

