

## PRIVACY WEB POLICY

This Privacy Policy is intended to describe the methods of processing personal data of visitors / users who consult the website [www.caremar.it](http://www.caremar.it) and the related MyCaremar App. In compliance with the privacy legislation and the protection of personal data pursuant to Regulation (EU) 2016/679 (GDPR) and Legislative Decree 196/2003 and amendments (Privacy Code), the Data Controller is obliged to inform the data subject, to whom the personal data refer, about which data are processed and about certain elements qualifying the processing, which must always take place correctly, lawfully and transparency, protecting the privacy and the rights of the data subject.

The informative report is provided only for the sites indicated above and not for other websites that may be consulted by the user via links. Other internet addresses to which this site may possibly refer may contain tracking systems unrelated to Caremar, for which Caremar does not guarantee that they are equipped with appropriate security systems aimed at protecting the data processed.

The users / visitors of the site must read carefully this Privacy Policy Document, before communicating any type of information / personal data and / or filling in any electronic form on the site and / or on the MyCaremar mobile application.

Pursuant to the articles 13 and 14 of Regulation (EU) 2016/679 (**GDPR**), therefore, Caremar S.p.a. provides some information to users about the processing of their personal data.

### **1. Holder of the personal data processing**

The holder of the personal data processing of personal data is Caremar S.p.a. with registered office in Via Conte di Castelmola, 14 - 80133 Naples. You can contact us at the email address [privacy.caremar@caremar.it](mailto:privacy.caremar@caremar.it)

### **2. Purpose and legal basis of the processing**

During the ticket booking and purchase operations via electronic and data transmission, we acquire and process the data both of the passenger and of the ticket purchaser, if they are not the same persons. It should be noted that the online ticket purchase system does not allow for the operation to be carried out by minor users pursuant to art. 8 of the GDPR.

According to the needs expressed from time to time by the user who accesses the various sections of the site, the purposes of processing personal data provided directly by users by completing the online forms may be the following:

- Processing the reservation, stipulating and executing the transport contract with the user; providing the services requested in relation to the trip, including requests for changes and the handling of complaints and refunds. These treatments take place on the basis of the contract concluded with the users;
- Contacting the user in case of modification or cancellation of the services requested for assistance; the legal basis for this treatment lies in the contract stipulated with the users.
- Providing assistance to passengers with disabilities or reduced mobility (PRM) who request it, according to European Regulation 1177/2010 in the phases of disembarkation / embarkation and during the navigation. In this case it is necessary, as the legal basis of the processing, that the data subject provides own consents, pursuant to ex art. 9 GDPR, as regards the treatment of health data;
- Protecting the health of the passenger or another person (for example, in the event of a medical emergency); in this case the legal basis of the processing is constituted not only by the fulfillment of a legal obligation to which the Data Controller is subject, but also by the need to safeguard the vital interests of the passenger (for example, safeguarding the protection of the person in cases of emergency);
- Fulfillment of the obligations provided for by laws, regulations, community legislation, provisions issued by the Authorities and by the competent supervisory and control bodies (in particular, laws on the protection of safety and counter-terrorism; regulations relating to administrative compliance, etc.). In this case, the legal basis of the processing is represented by fulfill a legal obligation.

Instead, the processing of data acquired indirectly by the interested user through the navigation on the website (c.d. navigation data) has the purpose of obtaining anonymous statistical information on the use of the site and to check its correct functioning. The same data could be used to ascertain responsibility in case of hypothetical computer crimes against the site and Caremar S.p.A.

### **3. Categories of acquired data and processing methods**

Data provided voluntarily by the user

Personal data means all information relating to the user that allows us to identify him, such as the name, contact details, booking reference number, payment details and information on his access to our website or App. We can collect your personal information when you book a trip with us or when you request a refund, by filling out the online forms directly, or indirectly through our third-party reference partners, when you create an account to register on the site and access the Reserved Area, or when contacting our Contact Centers and / or sending communications and information to our addresses.

Specifically, we may collect the following categories of information:

- Personal data, such as name and surname, residential address;
- Contact data, e-mail address, telephone number;
- Detailed data of the route purchased (for example in the case of a refund request: port of departure and destination, travel date, PNR code, etc.).

- **Payment data:**

- the data relating to the payment of tickets purchased online cannot be acquired and processed in any way by Caremar SpA, as the transaction is managed by the servers of credit institutions - (Banks):
  - 1) Easy Nolo SpA, with registered office in Biella (BI) - 13900, Piazza Gaudenzio Sella, 1
  - 2) Banca Sella SpA, with registered office in Biella (BI) - 13900, Piazza Gaudenzio Sella, 1

In a protected and safe environment.

- the data relating to the IBAN code and to the Credit Card Holder, or to the number of the Credit Card used for the online purchase, provided by the person concerned by filling in the online request for refund form, are processed by Caremar exclusively for the purposes of executing the reimbursement operation requested by the interested user, based on the appropriate security and confidentiality measures for the data.
- Copy of an identity document, provided by the interested user in order to proceed with the online request for the refund of the trip ticket;
- Medical conditions, for passengers who have special medical requirements and / or dietary requirements;
- Information exchanged with us or addressed to us via letters, e-mail, contact center service and social media.
- Real-time geographic location of the device used via GPS, Bluetooth, along with crowd-sourced Wi-Fi hotspots and repeater positions, if the user uses location-based features and activates geolocation services within the MyCaremar app, as well as the IP address of your device.

Therefore, the interested user must not provide any particular / sensitive data, that is data that is suitable to reveal the racial and ethnic origin, religious convictions, political opinions, adherence to political parties, trade unions, associations or organizations, political or trade union, as well as the data suitable to reveal the state of health the sexual life. The only exception concerns data relating to the possible reduced mobility of the person concerned and this exclusively due to the services that he could use.

In any case, where particular personal data should be collected pursuant to art. 9 of the GDPR, the interested user would be the recipient of an explicit request for consent to the processing of such data.

Furthermore, the user must not assign judicial data, or personal data relating to criminal convictions or to crimes or related security measures, or in any case suitable to reveal the quality of accused or suspect pursuant to articles 60 and 61 of the criminal procedure code ; except in cases where it is expressly requested for the fulfillment of legal obligations and / or expressly requested by the Judicial Authorities.

### **Navigation data**

The IT systems and software procedures used to operate this site acquire, during normal operation, some personal data that are then implicitly transmitted in the use of internet communication protocols. This information is not collected to be associated with identified interested users, but by their own nature could, through processing and association with data held by third parties, allow users to be identified (eg IP addresses, domain names of the computers used) by users that are connecting to the site, time of the request, numeric code indicating the response status given by the server, notation addresses URI - Uniform Resource Identifier - of requested resources) and other parameters related to the operating system and IT environment 'user.

These data, not associated with directly identifiable users, are processed, for the time strictly necessary, for the only purpose of obtaining anonymous statistical information on the use of the site and to check its regular operation.

Personal data will be processed mainly in automated form, or manually with paper support, with logic strictly related to the aforementioned purposes and for the time strictly necessary to achieve the same purposes, and in any case through the use of appropriate tools to guarantee their security and confidentiality and in compliance with the regulations in force on the subject.

## **Cookies**

Cookies are small text files that can be used by websites to make the user experience more efficient.

The law states that we can store cookies on the user's device if they are strictly necessary for the operation of this site. For all other types of cookies we need the user's consent.

This site uses different types of cookies. Some cookies are placed by third-party services that appear on our pages.

Others are session cookies, which are not stored permanently on the user's computer and disappear when the browser is closed, it is strictly limited to transmitting session identifiers, consisting of random numbers generated by the server, necessary to allow exploration secure and efficient site (so-called session technical cookies).

For details on the use of cookies, please refer to the Cookies Policy; through which, at any time it is possible to modify or revoke your consent to the use of cookies on our website [www.caremar.it](http://www.caremar.it)

## **4. Nature of data provision and consequences of any refusal**

- Mandatory data: personal data, data relating to the nationality of the passenger, payment data, identification documents, and in general the data fields marked with an asterisk on the online forms on the website [www.caremar.it](http://www.caremar.it)

This is personal data strictly functional to the provision of the service, acquired and processed for the booking and purchase of the ticket, for the acceptance of the passenger on board and / or for the management of complaints or refunds.

These data are essential for the establishment and continuation of the relationship, also pursuant to the applicable laws and regulations; therefore, any refusal by the data subject to their provision and treatment makes not possible the provision of the aforementioned services by Caremar S.p.a. For further information, please refer to the "Conditions of Carriage" published on the following link on the website [www.caremar.it](http://www.caremar.it).

- Optional data: data not marked with an asterisk in the online forms on the [www.caremar.it](http://www.caremar.it) website (for example, data relating to the health of the passenger, any disabilities or cases of reduced mobility, etc.)

The provision of these data is optional as it does not prevent Caremar S.p.a. to provide the passenger transport service or to handle claims or refund requests.

However, failure to agree to the provision and processing of these types of data could compromise the quality of the service rendered by Caremar SpA, as the assistance and care that may be required cannot be guaranteed by Caremar.

The Data Controller provides the user tools that allow the revoke of consent, if the same constitutes the legal basis of the specific data processing, with the same ease and modality with which it was conferred.

## **5. Diffusion and communication of user data**

The personal data provided by the user will not be "diffused", with this term meaning the giving of information to undetermined subjects in any way, even through their making available or consultation.

Personal data may, instead, be "communicated", with this term meaning giving knowledge to one or more specific subjects: a) to persons appointed within the Caremar S.p.A. to process the data, and in particular to the employees or collaborators in charge who will process the data on the basis of the operating instructions defined by Caremar S.p.A, as Data Controller; b) to subjects who can access the data according to the law, or community legislation, within the limits set by the law itself;

c) to subjects who need to access the data for purposes auxiliary to the relationship with the user, within the limits strictly necessary to perform the auxiliary tasks entrusted to them (eg third parties of which Caremar uses for specific consulting and processing services data), subject to a specific letter of assignment which imposes on these third parties, appointed for this purpose external processing managers, the duty of confidentiality and security in the processing of data.

Please note that the complete and up-to-date list of third parties referred to in the letter c) indicated above, to which the data may be communicated as Data Processors of personal data, may be requested through the use of one of the communication channels made available to the Company for the exercise by the parties of their rights , referred to in par. 8 of this.

## **6. Storage of personal data**

### **• Data acquired for the provision of the service**

This data will be processed for the entire duration of the contract signed with the person concerned, or for the time necessary to provide the requested service (in the case of a request for refund of the ticket, or in the handling of complaints).

These data will also be stored, in paper or electronic format, and stored for the time necessary in compliance with the regulations in force concerning the preservation of documentation (for example for tax and accounting purposes) and / or for the possible protection of the rights of parties in the event of legal disputes.

## **7. Transfer of personal data abroad**

Caremar S.p.a. does not move passenger data outside the European Union area.

## **8. Right of the user**

Pursuant to the articles from 15 to 20 of the GDPR the interested parties (users / site visitors) have the right to exercise the following rights:

- obtain confirmation of the existence or not of a treatment that concerns them and access to their data, including information regarding:
  - the purpose of the processing;
  - the categories of personal data being processed;

- the recipients to whom the data are or will be communicated;
  - the possible transfer of data outside the European Union and the existence of the relative guarantees;
  - the data retention period or the criterion for determining it;
  - the origin of the data, if they have not been collected from the data subject;
  - the existence of an automated decision-making process.
- obtain the updating, correction and integration of your data;
  - obtain the cancellation, transformation into anonymous form or blocking of data for which conservation is not necessary in relation to the purposes for which the data were collected and processed;
  - obtain a copy of the personal data subject to processing, in a structured format commonly used and readable by an electronic device, also for the purpose of being transmitted to another owner, if this does not infringe the rights and freedoms of others;
  - obtain, at any time, the revocation of the consent given, where the legal basis of the treatment is constituted for the note by the explicit consent provided by the interested party;

Pursuant to the articles 21 and 22 of the GDPR, moreover, the interested parties have the right to:

- oppose at any time, for legitimate reasons connected to their own situation, to the processing of data concerning them and necessary for the execution of tasks of public interest or for the pursuit of the legitimate interest of the owner;
- not to be subjected to decisions based solely on automated processing, which may have legal effects or have a significant impact on the person concerned.

In any case, pursuant to art. 77 of the GDPR, the interested users is always entitled to propose a complaint to the Italian control authority, or the Guarantor for the protection of personal data, if he considers that a treatment that concerns him violates the provisions of the law currently in force on the subject of protection of personal data.

To exercise their rights, or to obtain information regarding the processing of data concerning them, interested parties may contact Caremar S.p.a. in one of the following ways:

- through the postal service to the following address: Caremar S.p.a. via Conte Carlo di Castelmola, 14 - 80133 Naples
- e-mail address: [privacy.caremar@caremar.it](mailto:privacy.caremar@caremar.it)

## **9. Changes to this policy**

Caremar S.p.A. reserves the right to modify or update the content of this privacy policy, in part or completely, also because of any changes to the applicable legal provisions. These changes will be effective as soon as they are published on the Company's website.

Caremar S.p.A. therefore invites you to visit this section regularly in order to be constantly updated on the purposes and methods of data collection and processing and their use.

## **10. Social plug-in and connect**

The Site may contain social network plug-ins. If you access a web page with a similar plug-in (eg "Share" / "Share" button), the Internet browser will connect directly to the social network and the plug-in will be displayed on the screen thanks to the connection with the browser .

Before using these Plug-ins, the interested party is invited to consult the privacy policy of the same social networks, present on their official pages.