

Spett.le AVM S.p.A.
UFFICIO ZTL BUS
Via Martiri della Libertà 396
30174 Mestre/Venezia
Tel.n° 041- 2722367
fax n° 041- 2722368

ZTL BUS AREA SUBSCRIPTION CREDIT REQUEST

Company: _____

With legal office in _____

City _____ n° Ph. _____ n° Fax _____

e-mail _____ Tax Code _____

represented by Mr/Mrs/Ms _____

in the capacity of _____

HEREBY

Requests subscription to the list of AVM Spa loyal customers for the purchase of passes for access to the Tourism Bus and Coach Limited Traffic Area (ZTL BUS) instituted by the Venice City Council at a discount price envisaged by the local government for booked services.

The relationship shall be regulated as follows:

- 1) The Company must give a non-interest-bearing deposit of a minimum of € 3.000 (three thousand euro) to **AVM SPA - ZTL BUS** c/c 000000590033 ABI 1030 CAB 2001 CIN Y (**IBAN IT24 Y01030 02001 000000590033**).

Transfers from abroad Cod. Swift Pascitmmvz – **Monte dei Paschi di Siena, sede di Venezia**.

In the latter case the cost of the bank transaction will be charged to the Company. The transaction report must be sent to AVM SPA – ZTL BUS via fax at the following number: 041.2722368, otherwise the agreement will not be operative.

- 2) When the banking institute notifies the arrival of the payment, a special “Payment Received” statement will be transmitted and the deposti will be constituted or reintegrated at the value date.

All pass issuance operations, even if partially covered by a deposit, must be paid at the time of pass pick up.

- 3) Buses entering Venice's ZTL Tourism Bus areas must go to one of the three check-in points located in municipality entry areas carrying their "ZTL Venice Booking Form", filled in as shown, to be copied on to the Company's headed notepaper. Said document must be filled in by the Company and signed by one of its representatives, as well as by the ZTL operator, **making sure the discount identity code number assigned by AVM SPA once the credit request is received is included.** One copy of the document will be filed by AVM S.p.A..
- 4) The amount charged for the service shall be entered by AVM S.p.A. in a special card with which the deposit will be managed. This card will be sent to the Company on a monthly basis for its records
- 5) Once credit is used up, the company may no longer make use of the service in question; consequently it must reintegrate its credit by paying each time it becomes necessary, following instructions in section 1.
- 6) If you have made "Deposit account" you can also purchase your permits online at following address "www.ztlbusvenezia.avmspa.it". In order to do it you must communicate to our office (infoztlbus@avmspa.it) the password you want to use. The username will be communicate in answer to your email. A reduced-price is possible if the purchase on-line is done minimum 15 days before the arrival in Venice. On 15 days before the arrival is also possible to buy the ticket on-line, but tariffs will be applied without reduction (TERMS AND CONDITIONS OF SALE).
- 7) Entry rates for Venice' s ZTL Tourism Bus are as follows:
 - *Attachment 1*
- 8) The current rates are subject to change following certain resolutions that may be passed by the Venice City Council. In such a case AVM SPA will send a timely notification of new provisions and will make any necessary changes.
- 9) Personal data is processed in compliance with provisions in Law n°675/1996.
- 10) The Company declares it is aware that the rates applied are set, in terms of duration and value, by Resolution of the Venice City Council and are therefore not subject to reductions; that the amount owed for access to ZTL BUS areas is of a compensatory nature. Moreover, collection of the same is not conditioned by the status of the company or by the type of activity the company performs, as provided in Presidential Decree n° 633 of 1972 regulating VAT (lying outside the Vat Field).

Date, _____

Seal and Signature

INFORMATION ON THE PROTECTION OF PERSONAL DATA FOR MOBILITY SERVICES PURSUANT TO EUROPEAN REGULATION 679/16

ABOUT US

Azienda Veneziana della Mobilità S.p.A. (hereinafter AVM or the Company) manages and provides the urban public transport service of the municipalities of Venice and Chioggia, the extra-urban transport service of the southern-central area of the metropolitan city of Venice, as well as the private and integrated mobility services of the municipality of Venice (car parks in structure, exchange car parks, parking on blue stripes, bike sharing, docks, etc.).

It is the parent company of the AVM Group and controls the companies ACTV s.p.a. and Ve.La. s.p.a.

To provide these services, AVM issues the customer with travel tickets or other forms of ticketing, also through the website www.avmspa.it, www.actv.it, www.veneziaunica.it and the AVM Venezia Official App.

AVM is, therefore, the data controller of the personal data collected.

HOW WE COLLECT YOUR PERSONAL DATA

AVM collects and processes your personal data in the following circumstances:

- if you purchase any of the services provided, by entering into a contract with AVM;
- if you register on the www.avmspa.it website to use its features;
- if you contact us to request information, make a complaint or report, request a refund regarding the services provided;
- if you agree to be contacted for marketing purposes or for market research, surveys and statistical purposes;
- if other companies of the AVM Group or business partners lawfully disclose your personal data.

Please help us keep your personal information up to date by informing us of any changes. Any changes in the personal residence data must be promptly communicated to AVM to avoid problems regarding the use of the services provided.

WHAT TYPE OF PERSONAL DATA DO WE COLLECT

The following categories of personal data concerning your person may be collected:

- Personal and contact details - name, place and date of birth, fiscal code, address, telephone number, place of work, email address and, if you connect to our sites or app, through social login (i.e. a social account you have registered with), also information that is visible in that social according to the privacy settings you have set.
- Use of the Website - information about how you use the Website, open or forward our communications, including information collected through cookies (you can find our Cookies Policy [here]).
- Economic data - information about payment methods, billing data, etc.

USE OF YOUR PERSONAL DATA

The processing of personal data by European data protection legislation must be subject to one of the various legal requirements, and we are obliged to indicate these requirements for each processing operation described, as you can read below:

a) Establishment and execution of contractual relations and consequent obligations, including communication regarding services

AVM may process your personal data to establish and executing contractual relationships, providing the services requested and responding to reports and complaints.

ACTV may also use its contact data and in particular its email address, to provide you with information relating to the service, informing you when circumstances arise that modify the service itself or may compromise its correct and efficient performance (for example, the state of the tides, strikes...).

Prerequisite for treatment: fulfilment of contractual obligations.

The provision of data is required to manage the contractual relationship.

b) Operational management and purposes strictly connected to it for access to the Site

AVM collects your personal data in order to allow you to access the site and provide you with the services available there, also by accessing your Personal Area in order to: (i) download from your Personal Area documents relating to the services you have purchased; (ii) process other requests made through the website.

Prerequisite for treatment: fulfilment of contractual obligations

The provision of data is required to manage the legal relationship.

c) Customer Satisfaction Surveys

AVM may use your contact data to conduct surveys of an institutional nature to measure the level of customer satisfaction with the service provided.

A precondition for processing: legitimate interest.

With this activity, the owner complies with the contractual obligations assumed under the service contract in force with the awarding body and carries out all useful activities to improve, implement and make more efficient the service itself.

d) Compliance with legally binding requirements to comply with legal obligations, regulations or orders of a judicial authority

AVM may collect your personal data also to comply with the law.

Prerequisites for treatment: legal obligations.

HOW WE KEEP YOUR PERSONAL DATA SAFE

AVM uses a wide range of security measures to improve the protection and maintain the security, integrity and accessibility of your personal data.

Although at present, as you know, no one can guarantee the security of data transmission intrusions that occur on the Internet and websites, we, our suppliers and business partners are committed to ensuring physical, electronic and procedural safeguards to protect your personal data by the law and with the utmost responsibility.

All your personal data is stored on our secure servers (or secure hard copies), or those of our suppliers or our business partners, and are accessible and usable according to our standards and security policies (or equivalent standards for our suppliers or business partners).

Among other measures, we adopt measures such as:

- the strict restriction of access to your personal data, on a need-to-know basis and for the sole purpose communicated;
- perimeter security systems to prohibit unauthorised access from the outside;
- the permanent monitoring of access to information systems to detect and stop the abuse of personal data;
- six-monthly penetration tests aimed at highlighting any leaks in perimeter security;
- tracking of access to your personal data by internal staff and verification of the purpose;
- to be entered are encrypted using Secure Socket Layer (SSL) technology.

Where we have provided you (or you have chosen) with a password that enables you to access certain parts of our website or other portals, applications or services provided by us, you shall be responsible for the confidentiality of such password and for compliance with any other security procedures that we have notified you of.

Please do not share your password with anyone.

STORAGE OF YOUR DATA

We store your personal data only for the time necessary to achieve the purposes for which it was collected or for any other legitimate purpose related to it. Therefore, if personal data are processed for two different

purposes, we will retain those data until the purpose expires with the longer term, but we will no longer process personal data for that purpose for which the retention period has expired. We restrict access to your personal data only to those who need to use it to perform their duties.

Your personal data, which is no longer needed or for which there is no longer a legal basis for its storage, is anonymised irreversibly (and in this way can be stored) or securely destroyed.

Below are the storage times for the different purposes listed above:

Fulfilment of contractual obligations: the data processing to fulfil any contractual obligation may be kept for the entire duration of the contract as well as for the next 10 years, to verify any outstanding matter or for compliance with legal obligations (e.g. accounting documentation).

Operational management and purposes strictly connected to this for access to the website: the data processed for this purpose may be stored for one year following the duration of the underlying contract for which access was made.

Purpose of customer satisfaction surveys: the data processed for this purpose may be kept for three years from the date of the survey.

Disputes: If it is necessary to defend ourselves or to act or also to make claims against you or any third party, we may retain personal data that we reasonably deem necessary to process for such purposes, for as long as such claim can be pursued.

SHARING YOUR PERSONAL DATA

Your personal data may be accessed by duly authorized employees of AVM, as well as by suppliers and collaborators, duly identified as data controllers, who provide support for the provision of services, and by public entities that may access them by virtue of legal provisions (e.g. City of Venice, judicial authorities, public security authorities).

CONTACTS

If you have any questions regarding the processing of your personal data, please use the "privacy" web form in the "contacts" section of the www.avmspa.it website, or call +39 0412722111, asking for the secretary's office of legal and corporate affairs management.

We would also like to inform you that the Company has appointed an external data protection officer (DPO), whose contact details are dpogruppoavm@avmspa.it, to whom you may apply in general for matters relating to the protection of personal data and related rights.

YOUR DATA PROTECTION RIGHTS AND YOUR RIGHT TO LODGE COMPLAINTS WITH THE SUPERVISORY AUTHORITY

You have the right to ask us under the legal conditions:

- to access your personal data
- the portability of personal data that you have provided us with
- to correct the data in our possession
- to cancel any data for which we no longer have any legal grounds to process
- the limitation of the way in which we process your personal data, in the cases provided for by the legislation.

Also, you may exercise your right to object in the case of data processed for legitimate interest, in particular in the case of customer satisfaction.

The exercise of all these rights is subject to certain exceptions aimed at safeguarding the public interest (e.g. prevention or identification of crimes) and our interests (i.e. legitimate and compelling reasons). Should you exercise any of the rights above, it will be our responsibility to verify that you are entitled to exercise it, and we will give you feedback as a rule within a month.

If you are not satisfied with the way in which we process your personal data or our feedback, you have the right to submit a complaint to the supervisory authority whose contacts can be found on the website www.garanteprivacy.it