

Taxi service of Lombardia airport system area, as ruled by Lombardia Region Regulation n. 2/2014 - Complaint form

The complainant

Name and surname*	
Place and date of birth*	
Phone number*	
E-mail address*	

aware of the sanctions provided for by article 76 of Presidential Decree no. 445/2000, for the cases of falsity in documents and false declarations, **declares**, pursuant to art. 47 of Presidential Decree no. 445/2000, the following:

Event information*

Departure place*		Departure time and date*	
Arrival place ¹		Arrival time ¹	
Payment method ¹		Amount paid ¹	
Number of passengers ¹			

Vehicle/driver identification data* (report available information)

Taxi license number and municipality ²		Vehicle license plate	
Vehicle brand		Vehicle model	
Radiotaxi code ³		Radiotaxi company ⁴	
Driver name and surname			

Remember that it is mandatory to communicate at least one of the following information relating to the taxi, to enable the activation of Disciplinary Commission investigation procedure:

- taxi license number and municipality holding the taxi license;
- vehicle license plate;
- radiotaxi code and company;
- driver name and surname.

Documents to attach:

- **complainant's ID (copy)** (mandatory to allow the report processing);
- copy of the payment receipt (if paid with card) and any receipt issued by the taxi driver;
- photo of the vehicle and/or anything useful to facilitate the taxi identification and/or to clarify the report subject.

¹ Report these data only if the service was actually provided.

² License number and municipality (e.g.: 1234 - Milano) are reported on a tag next to the rear license plate of the vehicle and on the metal/adhesive plate affixed inside the vehicle, usually on the right side between the doors.

³ The Radiotaxi code is a name (e.g. city, planet, etc.) followed by a number.

⁴ The Radiotaxi company is indicated with a telephone number (e.g. 028585) or a name (e.g. Freenow).

* Mandatory data in order to allow the Technical Disciplinary Commission to process the report.

Complaint subject*

- The driver refused to provide the service
- The driver refused to accept electronic payments
- The driver refused to release a receipt
- The driver released an incomplete receipt
- The driver behaved inappropriately
- The fare table was not present or visible in the vehicle
- The fixed fares sticker was not present or visible in the vehicle
- The driver applied a different fare instead of fixed ones on specific routes (e.g. Milano-Malpensa airport)
- The driver requested an amount greater than the one indicated by the taximeter (except provided cases)
- The driver didn't follow the shortest route to reach the requested destination
- The driver didn't follow the route requested by the customer
- The driver didn't turn on the taximeter or started it before the start of the journey
- Other _____

Brief description of the event

Witnesses

The declaration made by the following witnesses, pursuant to art. 47 of Presidential Decree no. 445/2000, is attached, with copy of their ID:

Name and surname	
Name and surname	
Name and surname	

Pursuant to art. 47 of Lombardia Region Regulation no. 2/2014, the report must be sent to the Technical Disciplinary Commission or to the Municipality that issued the license, within 30 days of the event.
The Commission shall carry out the investigative procedures and identify any consequent measures, in accordance with the provisions of art. 50 of the Regulation.

Declares that the complainant has read the attached privacy information provided pursuant to art. 13 EU Reg. 2016/679 and Legislative Decree no. 196/2003 for the processing of personal data.

Place and date* _____

Signature* _____

* Mandatory data in order to allow the Technical Disciplinary Commission to process the report.



Privacy Policy – Information pursuant to art. 13 of EU Regulation no. 2016/679 (General Regulation on the Protection of Personal Data)

Pursuant to art. 13 of EU Regulation no. 2016/679 (General Regulation on the Protection of Personal Data), the following information is provided.

Data controller

The Data Controller is the Municipality of Milan with headquarters in Piazza della Scala, 2 – 20121 Milan, at Direzione Mobilità – Area Strategie Innovative per i Trasporti – Ufficio Sharing e Autopubbliche, located in via Sile, 8 – 20139 Milano, mail address: mta.disciplinaretaxi@comune.milano.it.

Responsible for the protection of personal data

The Data Protection Officer - “DPO”) of the Municipality of Milan can be reached at the following e-mail address: dpo@comune.milano.it.

Purpose and legal basis

The processing of data is aimed at allowing the effective fulfillment of the right of access to administrative documents and the activities connected and instrumental to the management of the related administrative procedure.

Personal data are processed in compliance with the conditions established by art. 6 of EU Regulation no. 2016/679 and in particular for the execution of a task of public interest and the exercise of public powers, pursuant to articles 47 and 60 of Lombardia Region Regulation no. 2/2014.

Types of data processed

The procedure for accessing documents involves the collection of personal data requested with the complaint form. In particular, the processing of common personal data (personal data and contact data) is foreseen.

Mode of treatment

The processing takes place in compliance with fundamental rights and freedoms and is based on the principles of correctness, lawfulness, transparency and protection of confidentiality. It is also carried out with the aid of electronic instruments consistently with the operations indicated in the art. 4, point 2, of EU Regulation no. 2016/679.

Nature of treatment

The provision of data marked is mandatory and failure to provide it precludes the possibility of activating the Disciplinary Commission investigation procedure, pursuant to art. 60 of Lombardia Region Regulation no. 2/2014.

Communication and dissemination

Personal data are not communicated to third parties and are not subject to dissemination, except in cases provided for by law, except for communication of the same to the Regional Disciplinary Commission, pursuant to art. 47 of Lombardia Region Regulation no. 2/2014, for the consequent fulfillment.

Categories of data recipients

The processing is carried out by authorized persons committed to confidentiality and responsible for the related activities in relation to the purposes pursued.

Data retention

The data will be kept for the time necessary to achieve the purposes for which they were collected and for the period necessary to complete the administrative procedure referred to in law no. 241/1990 and in any case for the time required by the provisions regarding the conservation of administrative documents and documents.

In particular, the Lombardia Region Regulation no. 2/2014 provides that the Disciplinary Commission shall carry out the investigation and conclude the proceedings within a maximum of 180 days from the date of notification of the initiation of the proceedings against the interested party.

Data transfer to third countries

The data processed for the aforementioned purposes are not transferred to third countries outside the European Union or the European Economic Area (EEA) or to international organizations.

Rights of interested parties

Interested parties can exercise the rights provided for by the art. 15 and following of EU Regulation no. 2016/679 and in particular the right to access one's personal data, to request rectification or limitation, updating if incomplete or incorrect and cancellation if the conditions exist as well as to oppose the processing by contacting the request to Municipality of Milan as Owner, Piazza della Scala n. 2, - 20121 Milan to the following e-mail addresses:

- E-mail: mta.disciplinaretaxi@comune.milano.it
- PEC: mta.disciplinaretaxi@pec.comune.milano.it

or to the Responsible for the protection of personal data of the Municipality of Milan (Data Protection Officer - "DPO").

Right of complaint

Finally, we inform you that interested parties, if they believe that the processing of personal data relating to them occurs in violation of the provisions of EU Regulation no. 2016/679 (art. 77) have the right to lodge a complaint with the Guarantor, (www.garanteprivacy.it) or to take action in the appropriate judicial offices (art. 79 of EU Regulation).

Changes

The Owner reserves the right to make any changes to this Policy, at its sole discretion and at any time, deemed appropriate or made mandatory by the regulations in force from time to time, giving adequate publicity to the interested parties.

Milan, August 19th 2024