



COMUNE DI GENOVA

Direzione Attività e Marketing Culturale Sistema museale cittadino

Museum: _____

Complaints Form

- a) At the Museum: deliver your complaint to the official or a public employee
- b) Send the complaint to dircultura@comune.genova.it

The response will be provided within 30 days from the date of submission.

Subject of the complaint: *[please specify if the request for reimbursement of the admission ticket is included as it was impossible to carry out the visit due to the closure of the Museum to the public]*

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.....

I declare under my responsibility to be of age and to authorize the use of my data for institutional purposes only, in accordance with the provisions of the U.E. n. 679/2016 (GDPR)

(please read and sign the information on the back) ←

Date	(*) Surname and Name <i>[block capitals]</i>	Signature
_____	_____	_____

I would like to receive an answer via:

1. Ordinary mail address *[block capitals]* (*)

2. E-mail address *[block capitals]* (*)

Telephone number *[optional]*: _____

Compilation by the museum:

- COMPLAINT CONCERNING ONE OF THE STANDARDS OF THE SERVICE CHARTER
- COMPLAINT THAT INCLUDES REQUEST FOR A REFUND OF THE TICKET

Date and signature of the officer or employee _____

TO BE FILLED IN BY THE MANAGEMENT IN THE CASE OF REQUEST FOR A REFUND OF THE TICKET:

THE REFUND REQUEST IS APPROVED:

THE REFUND REQUEST IS NOT APPROVED BECAUSE

.....

THE DIRECTOR



COMUNE DI GENOVA

Direzione Attività e Marketing Culturale Sistema museale cittadino

Museum: _____

Information on the processing of personal data (Article 13 of the U.E. Regulation n. 679/2016 GDPR) collected by the Municipality of Genoa for the following activity: procedure for handling complaints presented by citizens at “Direzione Attività e Marketing Culturale”: Civic Museums

The Municipality of Genoa (with registered office in Genoa, via GARIBALDI n.9, telephone: 0105571111; email address: urpgenova@comune.genova.it, certified e-mail box - Pec: comunegenova@postemailcertificata.it), as owner of the personal data acquired with this form, will process them with mainly IT and telematic methods, for the purposes set out in Regulation (EU) 2016/679 (GDPR), in particular for the performance of its public interest tasks or in any case connected to the exercise of its public authorities, including the purposes of archiving, historical research and analysis for statistical purposes. Where requested by the interested parties, the data may also be processed to communicate events or other information initiatives of particular interest for their business.

The provision of data in the fields marked with an asterisk (or indicated in the form as mandatory) is essential and their failure to enter does not allow you to complete the investigation necessary for the release of the final provision or anything else required. On the other hand, the release of the data present in the fields not marked with an asterisk (or not indicated in the form as mandatory). While it may be useful to facilitate relations with the Municipality of Genoa, it is optional and failure to indicate them does not affect the completion of the procedure.

The data will be processed for as long as necessary to define what is requested by the user and will subsequently be stored in accordance with the rules on the conservation of administrative documentation.

The data will be processed exclusively by the staff and collaborators of the Municipality of Genoa or by companies expressly appointed as data processors. Outside of these hypotheses, the data will not be disclosed to third parties or disseminated, except in cases specifically provided for by national or European Union law.

Some data may be published online in the Transparent Administration section as it is necessary to fulfil the legal obligations provided for by Legislative Decree No. 33/2013 - consolidated act on administrative transparency.

Interested parties have the right to request access to personal data from the data controller and the correction or cancellation of the same or the limitation of the processing that concerns them or to oppose the processing (Articles 15 et seq. Of the GDPR). The appropriate application to the Authority is presented by contacting the Data Protection Officer at the Municipality of Genoa (Personal Data Protection Officer, Via Garibaldi n.9, 16124 GENOVA, e-mail: DPO@comune.genova.it). The interested parties, having met the conditions, also have the right to lodge a complaint with the Guarantor as the supervisory authority according to the established procedures.

I confirm that I have read and understood this "privacy policy"

[signature].....