

APPEALS, COMPLAINTS, AND COMMENTS

The completion of the form is recommended to allow a quick start of the appeal/complaint/comment handling procedure.

The form must be sent to the relevant area by PEC (certified email):

- AISICO Testing Centre
amministrazioneaisico@multipec.it
- EC Certification
aisico.nb@multipec.it

Module Revision Status

n°	date	description	Drafted UO-CE	Checked RGQ	Approved DCP
0	31.03.2022	First Issue	C. E. Brandani	F. Pompei	S. Calamani

NOTE: A vertical bar in the right margin will mark changes to the document with respect to the previous revision.

Spett.le AISICO srl
Viale Bruno Buozzi,47
00197 Roma

DATA OF THE COMPLAINANT

The undersigned _____, born
in _____, in his capacity as
_____ for the company
(company
name) _____
_____ VAT no. _____ with
registered office in _____ via
_____ n. _____, tel. no.
_____ E-mail _____

Submits the following appeal/complaint/comment:

OBJECT OF THE
APPEAL/COMPLAINT/COMMENT _____

ATTACHED DOCUMENTATION RELATING TO THE APPEAL/COMPLAINT/COMMENT
(Please indicate Nr., Title, and Nr. Pages of the documents)

AISICO informs you that, pursuant to Article 13 of the GDPR, the personal data you provide by filling in the appeals/complaints/comments form will be acquired by AISICO to activate the relevant level of access to documents. The personal data will be collected in a database and may be subject to processing, carried out only internally at AISICO, by manual and/or computerized means, for the following purposes:

1. sending, to you, communications and information on the processing of the appeal/complaint or comment submitted by you;
2. statistical processing (in anonymous form) necessary for AISICO's internal reporting.

The provision of the personal data requested is optional, but failure to fill in the fields marked with an asterisk will make it impossible to process the data for authorizing access to the reserved area. The legal basis of the processing is the legitimate interest of the Data Controller. Data will be kept for a period of 8 years, except for appeals/complaints/comments concerning the GHG (greenhouse gas emissions) scheme for which data will be kept for 10 years. You may at any time request the integration, rectification and, if necessary, deletion of the data provided, following Articles 15 to 22 of the GDPR. Your data will NOT be communicated to any operator or any third party, nor will it be disseminated, either in Italy or abroad. The Data Controller of your data is AISICO Registered Office Viale Bruno Buozzi,47 - 00197 Rome - ITALY. The Data Protection Officer can be contacted at info@aisico.it. You may at any time exercise your rights pursuant to Articles 15 to 22 of the GDPR against the Data Controller by sending an e-mail to info@aisico.it.

By signing at the bottom of the document, you confirm that you have read the above information regarding the processing of your personal data.

Date _____

Signature of the legal representative or
other authorized person