

## APPEALS, COMPLAINTS, AND REPORTS

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

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

- AISICO Testing Centre  
[amministrazioneaisico@multipec.it](mailto:amministrazioneaisico@multipec.it)

### Module Revision Status

n°	date	description	Drafted UO-CE	Checked RGQ	Approved DCP
1	16.05.2025	removal of the second certified email reference	C. E. Brandani	F. Pompei	S. Calamani
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/report:

**OBJECT OF THE APPEAL/COMPLAINT/REPORT**

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**ATTACHED DOCUMENTATION RELATING TO THE APPEAL/COMPLAINT/REPORT**

(Please indicate Nr., Title, and Nr. Pages of the documents)

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ISICO informs you that, pursuant to Article 13 of the GDPR, the personal data you provide by filling in the appeals/complaints/reports 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 report 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/reports 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](mailto: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](mailto: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