



Wind Tre S.p.A.  
c.a. ADR with Customer Association,  
Via Cesare Giulio Viola 48,  
00148, Roma

PEC: [ADRWINDTRE@pec.windtre.it](mailto:ADRWINDTRE@pec.windtre.it)

[www.windtre.it](http://www.windtre.it)

## Customer Application for ADR

### **NATURAL PERSON:**

Name\*: \_\_\_\_\_ Last name\*: \_\_\_\_\_

Fiscal Code\*: \_\_\_\_\_ Address\*: \_\_\_\_\_

Zip Code\*: \_\_\_\_\_ City\*: \_\_\_\_\_ Prov.\*: \_\_\_\_\_ Tel.\*\*: \_\_\_\_\_

Cellular phone\*\*: \_\_\_\_\_ E-mail\*: \_\_\_\_\_ PEC\*: \_\_\_\_\_

*Please note that in the absence of a valid address the application will be considered inadmissible*

### **LEGAL ENTITY:**

Company Name \*: \_\_\_\_\_

Legal representative or owner of individual company\*: \_\_\_\_\_

Fiscal Code \*: \_\_\_\_\_ VAT Number\*: \_\_\_\_\_

Registered Office\*: \_\_\_\_\_

Zip Code \*: \_\_\_\_\_ City \*: \_\_\_\_\_ Prov.\*: \_\_\_\_\_ Tel.\*\*: \_\_\_\_\_

Cellular phone\*\*: \_\_\_\_\_ E-mail\*: \_\_\_\_\_ PEC\*: \_\_\_\_\_

*Please note that in the absence of a valid address the practice will be considered inadmissible*

### **PHONE NUMBERS SUBJECT OF THE CONCILIATION PROCEDURE \*:**

N.	N.
N.	N.
N.	N.
N.	N.

\*: Please note that the fields marked with this symbol are mandatory

\*\* : These are the numbers on which the consumer intends to be contacted by the assigned association or by the Secretariat and are considered mandatory



**CIRCUMSTANCES AND REQUESTS:**

*Describe synthetically the object of the application and requests.*

*The undersigned \_\_\_\_\_ as a natural person or as owner of individual company \_\_\_\_\_ or as Legal representative of the company: \_\_\_\_\_ declares to be aware of the Protocol and the ADR Regulation at the following link: <http://www.windtre.it/footer/associazione-consumatori> accepting all the contents without exceptions. The customer also declares to have already submitted a written claim to the Wind Tre having not received feedback or he/she is not satisfied how was managed.*

*He/she notes that in defect of those mandatory data and of the prior written claim are necessary and unavoidable conditions for the admissibility of the application. In the absence of the requisites specify by the Regulations, the application will be inadmissible.*

*Place and date \_\_\_\_\_ Signature for acceptance and acknowledgment: \_\_\_\_\_*

The undersigned, as identified above, having already submitted a written claim with Wind Tre S.p.A. and having not received feedback or not being satisfied:

- ask to the ADR Identity, included in the list referred in the art. 141-decies, to solve the question subject of this application by equity and with reference to contractual commitments and sector regulations, in compliance with Legislative Decree no. 130 of 6 August 2015;
- declares that has not filed an appeal before the Judicial, Regulatory or Administrative Authorities to settle this dispute and to communicate in advance to the Association its possible renunciation to the procedure, even if he/she intends to refer to the Judicial, Regulatory or Administrative Authority or mere abandonment of the procedure. Without prejudice to the



own obligation of communicating the renunciation, the Consumer has right to abandon the procedure at any time by writing a formal communication to the Secretariat at the above-mentioned addresses and / or to the Association;

- accept that this procedure integrates the Mandatory Attempt of Conciliation provided by current regulations and does not prejudice the possibility of requesting damages in court;
- accepts that the Conciliation Commission is formed by a representative of Wind Tre S.p.A. and by a representative of the Consumers' Association that has signed the Protocol, assigned according to a turnaround criterion, whose name will be communicated by the Association to the data considered mandatory above or through PEC;
- confers mandate to the Commission for the functions assigned to it by the ADR Identity, in order to find a proposal to settle the dispute and commit to provide its acceptance or rejection to the Association;
- takes note that the proceedings will be considered closed following 90 days from the start of the procedure, without any contestation to the proposal or not having signed the report. For this purpose, the Commission will draw up a report for the expiration of the terms due to the consumer's unavailability which will fully replace any verbal signed but not returned by the consumer, with the consequent loss of any obligations assumed by the parties;
- declares to be aware and to accept that the processing of the procedure by the Commission takes place by electronic means and that:
  - i) Wind Tre S.p.A. suspends the self-protection initiatives for the entire duration of the procedure and for the following 15 days;
  - ii) The minute drawn up at the end of the procedure will be sent by e-mail or PEC to the data contact shown in the personal data section above. If the consumer has not received a copy of the report, it will be his responsibility to request it to the Secretariat or to the Association within 90 days from the acceptance or non-acceptance of the proposal . In the absence of such request, no responsibility can be attributed neither to the Association nor to the Secretariat.

**Place and date** \_\_\_\_\_ **Signature for acceptance and viewed:** \_\_\_\_\_



**AUTHORIZATION TO TREATMENT OF PERSONAL DATA:**

The undersigned \_\_\_\_\_ (hereinafter, the "Data Subject"), by signing this form or otherwise by ticking the checkbox below, declares that she or he has read this notice provided by Wind Tre, pursuant to articles 12 and following of the Regulation EU 2016/679 (hereinafter the "Regulation"), in relation to the processing of personal data provided according to the purposes and modalities and within the limits of the conciliation procedure.

The processing is necessary to carry out the attempt at conciliation requested by the Data Subject. The latter acknowledges that failing to provide personal data will result in the impossibility to access to online attempt at conciliation.

The Data Subject also acknowledges that Wind Tre, as Data Controller in accordance with the Regulation, will communicate her or his data to the representative of the consumer association that will be designated as specified above, allowing the access to all the administrative and technical documentation relevant to the dispute which the attempt at conciliation refers to, including this form and its attachments.

The Data Controller is Wind Tre S.p.A. with registered office in Trezzano sul Naviglio (MI), via Leonardo da Vinci, 1.

The Data Subject may exercise, at any time, her or his rights provided for by the Regulation, including the right to obtain access to personal data and further information regarding the purposes and modalities of the processing (Article 15 of the Regulation); right to obtain the rectification and completion of inaccurate or incomplete personal data (Article 16 of the Regulation), the right to obtain data deletion where that is the case according the law (Article 17 of the Regulation), the right to obtain the restriction of processing where that is the case according the law (Article 18 of the Rules). The aforementioned rights can be exercised by writing to: [privacy@tre.it](mailto:privacy@tre.it)

The complete notice on the processing of personal data, in accordance with articles 12 and following of the Regulation, is available on the Wind Tre website [www.windtre.it](http://www.windtre.it) and constitutes an integral part of this notice.

**\*\*\* Acknowledges and accepts.**

**Place and date** \_\_\_\_\_ **Signature for acknowledgement:** \_\_\_\_\_

\*\*\* THE PRESENT BOX IS TO BE MANDATORY