REGULATIONS

ON TOLL REFUND PROCESSES FOLLOWING ROADWORKS/TRAFFIC JAMS

GENERAL TERMS AND CONDITIONS

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Tangenziale Esterna S.p.A.

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1. INTRODUCTION

1. This document ("*Regulations on Toll Refund Processes Following Roadworks/Traffic Jams - General Terms and Conditions*" – hereinafter "the Document"), in its first application, governs:
   (i) Use of the Platform for refunds relating to roadworks and/or traffic jams (hereinafter the "Platform").
   (ii) Submission of non-web-based claims.
   iii) Partial or full toll refund processes in the event of restricted use of a motorway stretch, as set out in ART Resolution 132/2024, as amended by ART Resolution 211/2025 applied to the journeys managed by Società Tangenziale Esterna S.p.A., with registered office at Casello A58-TEEM - 20060 Pozzuolo Martesana (MI) (hereinafter also refer to as the "*Concessionaire*").
2. The Platform manages web-based refunds, and is available in Italian and English at www.tangenziale.esterna.it (the "*Platform*"). By registering on the Platform, you accept the contents of this Document and declare to have read the Privacy Statement of the Platform's Joint Holders and the Privacy Statement of the Concessionaire you are submitting your refund request to, both published on the Concessionaire's website. The Privacy Statement pursuant to Articles 13 et seq. of Regulation (EU) 2016/679 on personal data protection (hereinafter the "GDPR"), issued by the Platform's Joint Holders, is also set out in Article 10 of this Document.
3. Refund shall be paid out to users (natural or legal persons) registered on the Platform or who submit their request by registered mail with return receipt, provided they have accepted this Document and read the Privacy Statement provided in accordance with European Regulation 2016/679 ("GDPR").

2. REFUND PROCESS

1. As User, you are entitled to a full or partial refund of the toll following motorway stretch restrictions, and, in particular, following roadworks or incidents disrupting normal traffic flow and resulting in a traffic jam (the "*Refund Process*"), in accordance with the provisions of Transport Regulation Authority's Resolution 132/2024, as amended by Resolution 211/25.
2. Refunds shall be payable for journeys made after 1 June 2026, and only for amounts higher than 10 euro cents.
3. The refund process varies on the payment method used, and may be requested within 12 months of the journey being made.
4. For further information on the refund process and the relevant calculation coefficients, please refer to Transport Regulation Authority's Resolution 132/2024, as amended by Resolution 211/25, available at https://www.autorita-trasporti.it/.
5. **Support for refund requests is available Monday to Friday from 9.00 am to 5.00 pm, by calling the freephone number 803 333.**

2.1. Toll Refunds Following Roadworks

1. You are entitled to request a partial or full toll refund to the **Tangenziale Esterna S.p.A. Concessionaire** for journeys made after 01/06/2026, entering/exiting the motorway from one of the tollbooths along the **A58** stretch, provided that the route includes at least one primary stretch affected by the presence of one or more non-emergency and non-mobile roadworks.

2. The reimbursed amount comprises a component relating to the impact of roadworks on the route you travelled on the **A58** stretch, where the roadworks referred to in Section 2.1 are located, plus an additional component based on the delay caused on that route, and it is applied:
   - For journeys of up to 30 km, regardless of the time difference
   - For journeys between 30 and 50 km, if the time difference is 10 minutes or more
   - For journeys longer than 50 km, if the time difference is 15 minutes or more
3. The total amount reimbursed cannot exceed the toll paid for the primary stretches managed by the Concessionaire.

2.2. Toll Refunds Following a Traffic Jam

You are entitled to claim a refund from the Concessionaire for tolls relating to the **A58** stretch following an incident that disrupted normal traffic flow, resulting in a traffic jam on the aforementioned **A58** stretch, amounting to at least:

- 50% for traffic jams lasting between 60 and 119 minutes
- 75% for traffic jams lasting between 120 and 179 minutes
- 100% for traffic jams lasting 180 minutes or more

3. REQUIREMENTS FOR CLAIMING A REFUND

1. To be eligible for a refund, you must:
   - Be the holder of an electronic toll collection device (from any service provider) with all the invoices in good standing.
     or
   - Have the receipt for motorway tolls paid in cash, debit/credit card, prepaid Viacard or current account ViaCard.
2. The Company shall only consider refund requests for journeys made after 1 June 2026 that took place entirely on the motorway network managed by the Concessionaire (entering/exiting the motorway from one of the tollbooths along the **A58** stretch).
3. For refund requests for tolls paid with the electronic toll collection service, you will automatically be eligible for the refund process after accepting the Regulations on the Platform of the Concessionaire you intend to request a refund from.
4. To receive your refund, you will need to provide a valid IBAN.

4. REFUND PROCESS BY PLATFORM REGISTRATION

4.1. Accessing the Platform

1. On the Platform, you can claim a refund for roadworks and/or traffic jams along the stretches managed by the Concessionaire, at no additional cost.

2. To register on the Platform and claim a partial or full toll refund following roadworks and/or a traffic jam, you must be 18 and over. After registering on the Platform, you will have access to your personal area, on the Concessionaire's website. To register on the Platform, you will be asked to provide your personal details (first name and surname) and your email address ("*Data*"). You will also be asked to enter an alphanumeric access code ("Password") to create your account ("User Account"). The login details created using your email address and the Password are required to access the Platform and claim your refund. Store these credentials in a safe place, and use them as described in Sections 4.1.12 and 4.1.13 below.

3. After registering on the Platform, you be asked to provide certain specific details, in addition to those listed in Section 4.1.2 above, to claim your refund. These details vary, based on the type of user (i.e. a natural person with a tax code, a natural person with a VAT number, or a company) and the method used to pay the toll. In particular, if you are a **Natural Person**, you will be asked to provide, either during the registration process or at a later stage:

   - Your personal and identification details (first name, surname, date and place of birth, and tax code and/or VAT number).
   - Your contact details (home address, email address).
   - A clear photo of your ID (e.g. identity card).
   - Your bank account details, account holder's name and SWIFT code (so that the refund amount can be paid into your account).

   If you are a **Company** user, you will be asked to provide, either during the registration process or at a later stage:

   - Your personal and identification details, as the Company's legal representative (first name, surname, date and place of birth).
   - The Company's contact details (email address).
   - A clear photo of your ID (e.g. identity card).
   - The name or registered name of the Company and the address of its registered office.
   - The Company's VAT number.
   - The Company's bank account details, account holder's name and SWIFT code (so that the refund amount can be paid into the Company's account).

4. If you wish to claim a refund for a journey made entirely on the motorway stretch managed by one of the motorway concessionaires listed below, you may use the same login credentials for the Platform as described in Section 4.1.2., after accepting the relevant Regulations and reading the Privacy Statement of the Joint Holders, and the Privacy Statement of the Concessionaire:

ASTI CUNEO	A33 Asti – Cuneo	https://www.asticuneo.it/
AUTOSTRADA DEI FIORI	A6 Torino-Savona	https://www.autostradadeifiori.it/
AUTOVIA PADANA	A21 Piacenza – Brescia	https://www.autoviapadana.it/
BREBEMI	A35 Brescia-Bergamo-Milano	https://www.brebemi.it/
CONCESSIONI DEL TIRRENO	A10 Savona – Ventimiglia	https://www.concessionideltirreno.it/
	A12 Sestri Levante - Livorno	
	A11/A12 Viareggio - Lucca	
	A15 branch road to La Spezia	

IVREA TORINO PIACENZA (ITP)	A5 Torino-Ivrea-Quincinetto motorway, A4/A5 Ivrea–Santhià link road, Torino-Pinerolo branch road, and Torino Sistema Tangenziale Esterna (SATT-Ring Road System)	https://www.itpspa.it/
	A21 Torino-Alessandria-Piacenza	
MILANO SERRAVALLE - MILANO TANGENZIALI	A7- Milano - Serravalle Scrivia, A50 Tangenziale Ovest, A51 Tangenziale Est, A52 Tangenziale Nord.	https://www.serravalle.it/
SALT	A15 Parma – La Spezia	https://www.salt.it/
SATAP	A4 Torino – Milano	https://www.satapweb.it/
SAV	A5 Quincinetto – Aosta	https://www.sav-a5.it/
SITAF	T4 Frejus Tunnel	https://www.sitaf.it/
	A32 Torino – Bardonecchia	
TE	A58 Tangenziale Esterna di Milano (Milan Outer Ring Road)	https://www.tangenziale.esterna.it/

Please note that, in any case, to claim a refund for journeys made on the stretches operated by each of the aforementioned Concessionaires, you must access the Platform from their website.

5. For **Company** users, the terms 'you', 'your' and similar terms used in these Terms and Conditions shall be construed – where applicable and unless otherwise stated – as referring both to the registered Company and to you, as its legal representative.
6. In order to verify your identity, either when you register on the Platform or at a later date, you will be asked to upload a clear photo of your ID document. Data (browsing data, personal details, IBAN, vehicle details and any electronic toll collection device provided) shall be processed jointly by the Joint Holder Concessionaires referred to in Section 4 above, in accordance with the provisions set out in Article 10. Data concerning each journey and the refund claims associated to them shall be handled independently by the Concessionaires responsible for the stretch on which the refund is requested.
7. You may be asked to provide additional details even after you have registered. Failure to provide the data marked as mandatory will prevent the refund process from being initiated.
8. By registering on the Platform, you represent and warrant that all personal data and information provided during the registration process and while using the Platform relate to you personally and/or to the Company you represent, and are true, accurate, complete and up to date. Furthermore, you undertake to periodically update such data as required and to promptly notify the Concessionaire of any changes or variations thereto, by updating your account through the relevant section of the Platform. Failure to comply with such obligation shall make it impossible to pay the refund claim. If you register as a Company user, you further represent and warrant to be the legal representative of the Company and authorised to register it on the Platform. Finally, please note that failure to update the details relating to your electronic toll collection device(s) may result in the impossibility to process your refund claim. We therefore urge you to read Article 6.1 ("User's Obligations"), Article 6.3. ("Concessionaire's Limitation of Liability") and Article 8 ("Indemnity") of this Document.

9. In any event, you hereby authorise the Concessionaire to verify the accuracy of any other personal data and/or information you have provided, and you undertake to cooperate with the Concessionaire during such verifications.
10. After registering on the Platform, you shall be solely responsible for safekeeping and using of the login credentials provided to you. Therefore, all activities carried out on the Platform using your login details shall be attributed solely to you. You hereby acknowledge the Concessionaire's right to produce, as evidence of the activities you have carried out, information obtained from the systems and procedures used by the Concessionaire to regulate access to the Platform and to provide the refund processes.
11. Notwithstanding the foregoing, should you become aware of any unauthorised use of your credentials and/or any other breaches of confidentiality, you hereby undertake to promptly inform the Concessionaire of such unauthorised use and/or breach, and to report any misuse to the Concessionaire by writing to: clienti@aureagestioni.it.

4.2. Refund process following roadworks and/or traffic jams affecting a journey paid with the electronic toll collection service for users registered on the Platform

4.2.1. Platform Registration

1. To claim a refund, you must:
   - Register on the Platform available at www.tangenziale.esterna.it
   - Provide the information referred to in Sections 4.1.2 and 4.1.3 above.
   - Provide details on your electronic toll service provider and the electronic toll device(s) (OBU code) registered in your name.
   - Provide your vehicle(s) licence plate.
   - Upload a clear photo of the latest invoice from the electronic toll service provider.
2. To verify that you are indeed the registered owner of the electronic toll devices specified when you registered on the Platform or at a later date, you may be asked to upload a clear photo of the latest invoice issued for each electronic toll device to the Platform. Please note that the name on the invoice must match the first name and surname or company name you provided when registering on the Platform. You are responsible for updating the details of your electronic toll collection devices. To do this, access the relevant Platform section. If you experience any issues when registering your electronic toll device, you can contact the freephone number 803 333 for assistance. You cannot register through your electronic toll service provider.
3. The Platform allows you to register up to 10 electronic toll collection devices, along with the relevant invoices, based on the quantity of devices supplied to you by the service provider, in accordance with the terms of the service contract you stipulated with it. If you need to register multiple devices, please write to supporto.telepedaggio@aureagestioni.it. Once you have registered your electronic toll collection devices, all refunds relating to the motorway network managed by the Concessionaire, where the toll was paid using these devices, will be visible in the relevant Platform section.

4.2.2. Refund Notification

1. The Concessionaire will automatically check the journeys on which you are entitled for a refund,

and you will be notified of the refund amount by standard email within 20 days of the journey being made or settled. During the first implementation phase, such notification may take up to 30 days.

2. If you have any queries, submit them by clicking directly on the link provided in the email you received.

4.2.3. Disbursement

All the refunds allocated to you by the Concessionaire will be displayed in a dedicated Platform section. Once the minimum amount (€1.00) has been reached, their payment will be arranged, at first following this schedule: (i) 1 January – 31 March; (ii) 1 April – 30 June; (iii) 1 July – 30 September; (iv) 1 October – 31 December. The amounts accumulated in the Platform section for each period shall be paid at first via wire transfer, typically within 10 days after each period ends.

4.3. Refund process following roadworks and/or traffic jams for journeys paid in cash, with debit/credit cards, prepaid ViaCard and current account ViaCard for users registered on the Platform

4.3.1. Platform Registration and Refund Request

1. In order to claim a refund, you must first register on the Platform available at www.tangenziale.esterna.it and provide the details specified in Sections 4.1.2 and 4.1.3 above.
2. After registering on the Platform, for each journey you wish to claim a refund for, you will need to access the relevant Platform section and enter the journey details found on the payment receipt (exit date and time, entry/exit tollbooth, outbound lane, class, barcode of the payment receipt) and the vehicle details (licence plate) and upload the payment receipt collected at the tollbooth. When you submit your request, you will be assigned a unique identification code as receipt.
3. Fields marked with an asterisk are mandatory.

4.3.2. Refund Notification

1. The Concessionaire will automatically check whether, for the journey entered on the Platform, you are entitled for a refund, and you will be notified of the refund amount by standard email within 20 days of the journey being made or settled. During the first implementation phase, such notification may take up to 30 days.

2. If you have any queries, click on the link provided in the email you received.

4.3.3. Disbursement

All the refunds allocated to you by the Concessionaire will be displayed in a dedicated Platform section. Once the minimum amount (€1.00) has been reached, their payment will be arranged, at first following this schedule: (i) 1 January – 31 March; (ii) 1 April – 30 June; (iii) 1 July – 30 September; (iv) 1 October – 31 December. The amounts accumulated in the Platform section for each period shall be paid at first always via wire transfer, typically within 10 days after each period ends.

4.3.4 Rejection Notification

1. If the Concessionaire finds that you are not entitled to a refund for the journey you entered on the Platform, you will be notified of such rejection by email, along with the reasons for it, within 20 days of the journey being made or settled. During the first implementation phase, such notification may take up to 30 days.
2. If you have any queries, submit them by clicking directly on the link provided in the email you received.

5. REFUND PROCESS FOR NON-WEB REQUESTS.

Please note that, should you encounter any difficulties while registering on the Platform, you can seek assistance by contacting **our Contact Centre, available Monday to Friday from 9.00 am to 5.00 pm, at the freephone number 803 333**. Also, non-web users may submit their requests in the way described below.

5.1 Refund Request

1. You may submit your refund request by completing the form available at www.tangenziale.esterna.it and attached to this document. Fill it out with your personal details (which vary based on your user type, i.e. natural person with tax code, natural person with VAT number, or company), and send it exclusively by registered mail with return receipt to the Concessionaire, Tangenziale Esterna S.p.A., Casello A58-TEEM – 20060 Pozzuolo Martesana (MI) - Italy.
2. If you are a **Natural Person**, you will be asked to provide:
   - Your personal and identification details (first name, surname, date and place of birth, and tax code and/or VAT number).
   - Your contact details (home address and telephone number) and the ways in which you wish be reached for communications relating to your refund request (home address, email address or telephone number).
   - Details of the vehicle (licence plate) currently in use.
   - *(For payments made by cash, debit/credit cards, prepaid ViaCard and current account ViaCard)*, your journey details (exit date and time, entry/exit tollbooth, outbound lane, class, barcode of the payment receipt).
   - Bank account details (IBAN), account holder's name and SWIFT code.

   If you are a **Company** user, you will be asked to provide:
   - Your personal and identification details, as the Company's legal representative (first name, surname, date and place of birth).

- Your contact details (telephone number or email address).
- The name or registered name of the Company, the address of its registered office, and ways in which you wish to be reached for communications relating to your refund request (Company address, email address or telephone number).
- The Company's VAT number.
- Details of the vehicle (licence plate) used by the Company.
- The journey data (exit date and time, entry/exit tollbooth, outbound lane, class, barcode of the payment receipt) shown on the payment receipt.
- Bank account details (IBAN), account holder's name and SWIFT code.

3. The following documents must be attached to the application:

   - A clear photo of your ID (e.g. identity card).
   - Payment receipt collected at the tollbooth.

4. The Concessionaire will send you the unique receipt code in the way and to the address you provided when you submitted your refund request.

5. Failure to use the application form referred to in Sections 5.1 and 11, the submission of a request with similar content, or the omission of the data and documents required under Sections 5.1.2 and 5.1.3, will prevent the refund process from being initiated. Similarly, the refund process cannot be initiated if the application contains incomplete or inaccurate data or information.

5.2. Refund Notification

1. The Concessionaire shall verify whether you are entitled to a refund for the journey covered by the claim, and you will be notified of it via the channel and to the address provided in the refund claim. The notification will normally be sent within 20 days of the unique identification code being issued. During the initial implementation phase, such notification may take up to 30 days. However, for technical reasons, notifications relating to claims submitted between 01/06/2026 and 01/09/2026 shall not be issued before 01/09/2026.

2. If you require further information, send a registered mail with return receipt to the Concessionaire, Tangenziale Esterna S.p.A., Casello A58-TEEM – 20060 Pozzuolo Martesana (MI) - Italy.

5.3. Disbursement

The Concessionaire will accumulate all refunds due to users who have requested them until the total reaches €1.00. After this amount has been reached, the Concessionaire shall settle the amount due based on the following schedule: (i) 1 January – 31 March; (ii) 1 April – 30 June; (iii) 1 July – 30 September; (iv) 1 October – 31 December. Any outstanding amount will be settled by bank transfer, typically within 10 days of the end of the period.

5.4. Rejection Notice

1. If the Concessionaire finds that you are not entitled to a refund for the journey you entered on the Platform, you will be notified of such rejection along with the reasons for it in the same way and at the same address you specified in the refund claim. The notification will normally be sent

within 20 days of the unique identification code being issued. During the initial implementation phase, such notification may take up to 30 days. However, notifications relating to claims submitted between 01/06/2026 and 01/09/2026 shall not be issued before 01/09/2026.

2. If you require further information, send a registered mail with return receipt to the Concessionaire, Tangenziale Esterna S.p.A., Casello A58-TEEM – 20060 Pozzuolo Martesana (MI) - Italy.

6. RESPONSIBILITY

6.1. User Platform Registration Obligations

1. By accepting the Terms and Conditions set out in this Document upon registration, you agree to use the Platform, the refund process, any services offered, and its other features, for lawful purposes, in accordance with the provisions of the aforementioned Terms and Conditions.
2. In particular, you agree to the following:
   a) Provide the Concessionaire exclusively with personal data and/or information relating to yourself and/or the company you represent that is true, accurate, complete, up-to-date and correct, at the time of your registration on the Platform or at a later time, whenever requested.
   b) Ensure that your personal data and/or information relating to yourself, the company you represent and the vehicle remains complete, accurate and truthful at all times, and to notify the Concessionaire promptly of any changes to such information, from the relevant Platform section, while assuming all liability in this regard.
   c) Provide, at the Concessionaire's request during the verification phase, the documents that confirm the right to use the vehicles employed for the journeys for which a refund is being claimed.
   d) Register as a 'Company' user only if you are the legal representative.
   e) Keep your login credentials for the Platform confidential.
   f) Be liable before the Concessionaire for all activities carried out on the Platform using your login details.
   g) Not to claim refunds for a payment receipts if you did not actually pay the toll yourself or if you are not entitled to a refund.
   h) Not to abuse, or use the refund process, or any services that may be offered in the future, in an improper manner or in any way contrary to these Terms and Conditions and/or the law (including the Highway Code), in order to gain undue financial gain or advantage.
   i) Not to interfere with or disrupt in any way the refund process provided through the Platform by tampering with it, or by breaching or attempting to test, examine or probe the vulnerabilities of the Platform and the systems used by the Concessionaire to benefit from the processes, the network or any other security, protection or authentication component provided by the Concessionaire.

j) Not to use the Platform, its refund mechanisms or any of its other functions to put in place anything that may damage the Concessionaire's image or reputation, or cause other damage or loss to the Concessionaire.
k) Not to engage in any activities that are not permitted under the Terms and Conditions in force at any given time or under the law.
l) Undertake that the personal and vehicle data from any electronic toll collection devices you have installed and entered on the Concessionaire's Platform are shared with the other concessionaires listed in Section 4.1.4 to request refunds for journeys made on the motorway stretches managed by those Concessionaires, by accessing the relevant Platform sections from their respective websites using the same login credentials.
m) Not to submit more than one refund claim for the same journey.

6.2. Non-Web User Obligations

1. By accepting the Terms and Conditions set out in these Regulations when you submit your refund claim, you undertake to resort to this refund process for lawful purposes, in accordance with the provisions of the aforementioned Terms and Conditions.
2. In particular, you agree to the provisions set out in Sections 6.1.2(b), (c), (g), (h), (k) and (m) above.

6.3. Concessionaire's Limitation of Liability

1. The Concessionaire shall not be held liable for the accuracy, truthfulness or completeness of (i) any personal data and/or other information provided by you when registering on the Platform or when submitting the claim referred to in Section 5.1, or at any time thereafter; (ii) any personal data and/or information that may be provided to it by third parties, without prejudice to your liability for wilful misconduct and gross negligence, and in the cases provided for by law.

2. Similarly, the Concessionaire shall not be liable for any damage arising from the Platform and/or the refund process being inaccessible due to or resulting from (i) errors, omissions, service interruptions, deletion of content or issues on network managed by third parties, including mobile and internet service providers and suppliers of electronic devices used by you to access the Platform; (ii) unauthorised use of your Platform login credentials by third parties you have shared them with, including any unauthorised changes to your personal data and/or login credentials; (iii) faults in the electronic devices you use to access the Platform and the refund processes provided therein; (iv) unauthorised data processing resulting from use of data you are not the Data Subject of, e.g. the licence plate of a vehicle you are not the owner or assignee of; (v) your use of the Platform and/or the refund process in violation of this document or the law (e.g. the Highway Code), without prejudice to its liability for wilful misconduct and gross negligence, and in the cases provided for by law.

3. If you have deleted your account by accessing the relevant Platform section or by sending an explicit request for deletion of your data to the Concessionaire's DPO, any toll refund(s) requested prior to the data deletion request shall not longer be settled, given that, as described in Article 4.1.2. above, 4.1.3., the Concessionaire requires certain minimum user data in order to process the refund claim. Therefore, if you request the deletion of your data from the Concessionaire's Data Protection Officer (DPO), you agree to waive any refunds already requested via the Platform and not yet paid out by the Concessionaire. Subject to the above,

please remember that deleting your data will result in the deletion of your account and will prevent you from resorting to the refund process further on, unless you register again or send a specific registered letter with return receipt for each refund. Please also note that by deleting your entire account from the Concessionaire's Platform, you will also automatically delete your account from the Concessionaire's Platform referred to in Section 4.1.4.

7. CHANGES TO THE TERMS AND CONDITIONS AND PLATFORM UPDATES

1. The Concessionaire may amend the Terms and Conditions for valid reasons, such as modifying the refund mechanisms, adding services, improving existing functions or features, or adding new functions or features to the Platform, the refund process, or any services that may be offered in the future, implementing scientific and technological advancements; making reasonable technical adjustments to the Platform and the services and ensure their operability or security, or for legal or regulatory reasons.
2. In the event of changes to the Terms and Conditions, the Concessionaire will notify you in advance as appropriate for the circumstances, e.g., by displaying a notice in a prominent position on the Platform. By continuing to use the Platform and any services after the Terms and Conditions have been amended, you are deemed to have accepted them. Read any such notifications carefully. If you do not wish to continue using the Platform and/or the refund process and/or any new services under the new version of the Terms and Conditions, you may delete your account at any time by accessing the relevant Platform section. Deleting your account will automatically prevent you from continuing to use the Platform to process your refund claim. For information on the implications for refunds following a request to delete your data, please refer to the final sentence of Article 6.2.3.

8. INDEMNITY

1. By registering on the Platform, you hereby agree to indemnify and hold the Concessionaire harmless from and against any and all damages, losses and expenses of any kind (including reasonable legal fees and costs) arising out of or in connection with (i) your breach of the Terms and Conditions in force from time to time; (ii) improper use of the Platform and/or the refund process contained therein; (iii) use of data you do not own, such as the licence plate of a vehicle you are not the owner or assignee of; (iv) breaching the law (e.g. the Highway Code) or any third-party rights.
2. Similarly, for refund claims referred to in Section 5, by submitting the claim, you hereby agree to indemnify and hold the Concessionaire harmless from and against any and all damages, losses and expenses of any kind (including reasonable legal fees and costs) arising out of or in connection with (i) your breach of the Terms and Conditions; (ii) use of data you do not own, such as the licence plate of a vehicle you are not the owner or assignee of; (iv) breaching the law (e.g. the Highway Code) or any third-party rights.

9. GENERAL TERMS AND CONDITIONS

1. Unless otherwise provided for in the Terms and Conditions in force at any given time, should any provision therein become null, invalid or unenforceable, for any reason and to any extent, this shall not render the remaining provisions of the Terms and Conditions null and void, invalid or unenforceable, and they shall therefore remain in force.

2. Any failure on the part of the Concessionaire to take action in response to your breach of these Terms and Conditions or of any provision of law shall not constitute a waiver of the Concessionaire's rights in this regard.

10. DATA PROTECTION INFORMATION NOTICE

1. The Concessionaire and the other companies listed in the table below (collectively, the "Joint Holders") have entered into a Joint Holding Agreement concerning the shared use of the Platform in accordance with Article 26 of the GDPR. Together, they determine the purposes and means of the joint processing of personal data managed via the Platform. In accordance with Articles 13 et seq. of the GDPR, we hereby inform you, as Data Subject, of the purposes and processing methods enforced by the Joint Holders as listed below, together with their respective websites:

ASTI CUNEO	A33 Asti – Cuneo	https://www.asticuneo.it/
AUTOSTRADA DEI FIORI	A6 Torino-Savona	https://www.autostradadeifiori.it/
AUTOVIA PADANA	A21 Piacenza – Brescia	https://www.autoviapadana.it/
BREBEMI	A35 Brescia-Bergamo-Milano	https://www.brebemi.it/profilo-aziendale/
CONCESSIONI DEL TIRRENO	A10 Savona – Ventimiglia	https://www.concessionideltirreno.it/
	A12 Sestri Levante - Livorno	
	A11/A12 Viareggio - Lucca	
	A15 branch road to La Spezia	
IVREA TORINO PIACENZA (ITP)	A5 Torino-Ivrea-Quincinetto motorway, A4/A5 Ivrea–Santhià link road, Torino-Pinerolo branch road, and Torino Sistema Tangenziale Esterna (SATT-Ring Road System)	https://www.itpspa.it/
	A21 Torino-Alessandria-Piacenza	
MILANO SERRAVALLE - MILANO TANGENZIALI	A7- Milano - Serravalle Scrivia, A50 Tangenziale Ovest, A51 Tangenziale Est, A52 Tangenziale Nord.	https://www.serravalle.it/
SALT	A15 Parma – La Spezia	https://www.salt.it/
SATAP	A4 Torino – Milano	https://www.satapweb.it/
SAV	A5 Quincinetto – Aosta	https://www.sav-a5.it/
SITAF	T4 Frejus Tunnel	https://www.sitaf.it/
	A32 Torino – Bardonecchia	
TE	A58 Tangenziale Esterna di Milano (Milan Outer Ring Road)	https://www.tangenziale.esterna.it/

2. The data entered on the Platform while registering or at a later time, pursuant to Sections 4.1.2, 4.1.3 and 4.2.1, where applicable, and any Platform browsing data (e.g., technical cookies) (hereinafter referred to as the "Platform-Provided Personal Data") may be used and processed by each Joint Holder – digitally and electronically – through their own data processors authorised to carry out the relevant processing operations. Data collected this way shall be processed solely for purposes relating to the use of the Platform's features, through which each Concessionaire may process your refund request for the relevant motorway stretch as independent Data Controller. For this purpose, please refer to the specific Privacy Statement published on the website of each Concessionaire.
3. Platform-Provided Personal Data acquired and processed by the Joint Holder Concessionaires shall not be transferred to third parties for commercial purposes. We hereby inform you that the Concessionaire may process data relating to the Platform use - for statistical purposes and to monitor the proper operation of the Platform - in a completely anonymous and aggregate form that will not allow user identification, in any way.
4. Pursuant to Article 6(1)(c) and (f) of the GDPR, the legal bases for the processing are, respectively:
   (i) Legal obligation (Article 6(1)(c)): the need to comply with and fulfil legal obligations as a motorway company, pursuant to Transport Regulation Authority's Resolution 132/24, as amended by Resolution 211/25 (technical and administrative management of refunds; competent authorities' requests).
   (ii) Legitimate interest of the Joint Holder (Article 6(1)(f)): the need to ensure the Platform's proper operation.
5. Provision of the Platform-Provided Personal Data is mandatory for successful registration on the Platform and to allow each Concessionaire to process the refund claims independently. Therefore, failure to provide such data, or the provision of incomplete or inaccurate data, may result in the inability to process the refunds for claims made through the Platform.
6. Platform-Provided Personal Data may be processed by third parties appointed to provide services on behalf of the Joint Holder Concessionaires for this purpose, and designated as "Data Processors" pursuant to Article 28 of the GDPR.
7. Such data shall be retained for as long as necessary to ensure proper use of the Platform and the refund mechanisms, in accordance with the principle of data minimisation under Article 5(1)(c) of the GDPR.
8. The Concessionaire, acting as Joint Holder, shall retain Platform-Provided Personal Data for the purposes set out in Section 10.2, in accordance with the following terms:
   - Up to 24 months after its last use
   - Up to 24 months after registration, if the Platform is not used
9. For information on the retention periods for personal data processed by each Concessionaire acting as independent Data Controllers when managing the refund claims, please refer to each Privacy Statement published on each Concessionaire's website.
10. The Platform's Personal Data shall be managed and stored on servers located in Italy or within the European Union and will not be transferred outside the European Union.
11. The Data Subject may contact any of the Joint Holder Concessionaire to exercise their rights concerning Platform-Provided Personal Data, under Articles 15 et seq. of the GDPR.

12. The Data Subject is further entitled to file a complaint pursuant to Article 77 of the GDPR with the Data Protection Authority.
13. In accordance with the provisions of Regulation 2024/1689 (AI Act) and Law 132/2025 on artificial intelligence, it should be noted that the Platform also utilises artificial intelligence systems for certain functions, designed to better verify the consistency of the data entered and declared by the user against the documentation provided (e.g., on the identity document, details of the electronic toll service contract holder and electronic toll service device, which should match the invoices generated, and details contained in the payment receipts provided). Artificial intelligence systems are used in full compliance with the applicable regulations specified above and with the GDPR.
14. For data processed by each Concessionaire, in its capacity as independent Data Controller, please refer to the specific Privacy Statements published on their websites, which also govern the processing of personal data provided in the refund claims sent by registered mail with return receipt, as referred to in Section 5.

11. ANNEX

Refund claim for non-web requests.

Registered mail with return receipt
To
Tangenziale Esterna S.p.A.
Casello A58-TEEM
20060 Pozzuolo Martesana (MI)
(to be sent by registered mail with return receipt only)

SUBJECT: REQUEST FOR A TOLL REFUND FOLLOWING ROADWORKS/TRAFFIC JAMS ON THE A58 TANGENZIALE EST ESTERNA DI MILANO

APPLICANT'S DETAILS

Natural persons			
Name (*)		**Last name** (*)	
Date of birth (*)			
Place of birth (*)		**Tax code** (*)	
VAT number		**Telephone**	
Email		**Place of residence / Domicile** (*)	
Preferred communication method (*)	☐ Address ☐ Email ☐ Telephone		

Company			
Company name (*)		**VAT number** (*)	
Registered office(*)			
The Legal Representative			
Name (*)		**Last name** (*)	
Date of birth		**Place of birth**	
Email		**Telephone** (*)	
Preferred communication method (*)	☐ Address ☐ Email ☐ Telephone		

VEHICLE DETAILS

Licence plate (*)	

BANK DETAILS

IBAN (*)		**Account holder** (*)	
SWIFT			

JOURNEY DATA

Exit date (*)		**Exit time** (*)	
Category (*)		**Outbound lane**	
Entry tollbooth (*)	☐ **Gessate** (A58 TEEM) ☐ **Paullo** (A58 TEEM) ☐ **Pessano** (A58 TEEM) ☐ **Pozzuolo** (A58 TEEM) ☐ **Vizzolo** (A58 TEEM)		
Exit tollbooth (*)	☐ **Gessate** (A58 TEEM) ☐ **Paullo** (A58 TEEM) ☐ **Pessano** (A58 TEEM) ☐ **Pozzuolo** (A58 TEEM) ☐ **Vizzolo** (A58 TEEM)		

ANNEXES (**)

☐	Copy/photo of ID
☐	Copy/photo of toll payment receipt (*for payments made by cash, debit/credit card, prepaid ViaCard or current account ViaCard)*

Place and date _____

Signature _____

By signing this application, I accept the terms of the Regulations for Toll Refunds Following Roadworks/Traffic Jams – General Terms and Conditions published on Tangenziale Esterna S.p.A. website www.tangenziale.esterna.it, and I confirm to have read the Privacy Statement.

Place and date _____

Signature _____

(*) Mandatory fields
(**) Required documents.