

TORINO
AIRPORT



SAGAT

SERVICE CHARTER 2025

TRN



Dear Customer,

as every year, we publish the 2025 Torino Airport Service Charter, a consolidated appointment with our passengers, in which we reconfirm our commitment to providing quality services, operating with efficiency and continuity of service, according to the principles of inclusion, non-discrimination and impartiality.

In our role as Torino Airport Managing Company, we assign Quality a transversal role to all business processes, we put the constant improvement of the customer experience at the center of our strategy and we care that passengers are satisfied at every moment of their stay at the airport.

Every day we work to oversee the airport system, a complex environment in which passengers use the services provided by the Managing Company but also by a variety of different operators (handlers, bars and restaurants, shops, public transport services, car rentals, car-sharing companies, etc.) that contribute in various ways to the overall satisfaction of our users.

The constant monitoring of the quality provided and perceived is an essential tool for planning, controlling, improving and reviewing our performance. As part of the measurement system required by ENAC and certified according to the ISO 9001 standard, in 2024 we acquired over 43,500 records, including passenger surveys and performance observations.

The 2025 Service Charter presents last year's Quality results and the objectives we are committed to achieving this year, contains the Service Guide and valuable information on the network of destinations served and is available on the www.torinoairport.com website. On the site you can also find a contact form, to give suggestions, request information and report any critical issues.

Thank you for choosing us. We wish you a pleasant flight from Torino!
SAGAT S.p.A. Quality Service



In **2024**, Torino Airport set its traffic record for the third consecutive year, carrying **4,693,977** passengers, an increase of **+3.6%** compared to 2023 and **+11.9%** compared to 2022. This growth is even more significant if we consider that, compared to 2019, the last pre-pandemic year, the increase was **+18.77%** compared to the national average of +13.45%. Going into detail, both the national and international segments recorded growth. Compared to the previous year, the domestic market recorded +5.1%, while the international market recorded +2.2%.

The international novelty of 2024 was **Istanbul**, which since last July has been connected to Turin by Turkish Airlines' daily flight, allowing the airport to open up to over 340 destinations around the world, in particular to the Far East.

The national novelties were instead Comiso, Crotone, Reggio Calabria and Salerno.

In addition to the new flights launched in 2024, there is also the recovery of snow traffic from the markets of Northern Europe, Ireland and Great Britain, with the consistent restart of **charter flights by skiers** recorded both in the first quarter of last year and at the reopening of the season in December.

The busiest national destinations of the year are **Rome** and **Catania**, followed by **Naples**, **Palermo** and **Bari**.

The top-five international destinations are **Barcelona**, **London**, **Paris**, **Munich** and, finally, **Tirana**.

Alongside the development of traffic and destinations offered, Torino Airport in 2024 has also **expanded its commercial and service offerings in order to improve the passenger experience** at the airport.

During 2024, the shopping gallery in the Boarding area opened its doors with the **Erbolario**, **two new temporary retail stores** and **three vending machines** that expanded the commercial marketing mix offered by Torino Airport; a **new catering point was also added** to complete the airport's food & beverage offering.

On the passenger services front, we have expanded the range of arcade video games in the Fun & Game Area.

In January 2024, the **direct rail connection** with Turin Porta Susa station began, the service was enhanced in December 2024 with the introduction of the third hourly connection. Passengers at the Torino Airport can easily

reach the center of Turin, the Reggia di Venaria, the Juventus stadium, the Lingotto exhibition center and important tourist and production areas such as Alba, Fossano, Canavese and Asti. A collaboration agreement has also been signed with **Rete Ferroviaria Italiana**, a company of the FS Group, aimed at offering an integrated assistance service from train to plane for passengers with disabilities and reduced mobility, who can be assisted in boarding and alighting both from the train and from the plane by dedicated and adequately trained personnel. The service is available for all trains departing from or arriving at Torino Airport station.

As far as **environmental sustainability** is concerned, it is worth mentioning the achievement of the Level 3+ 'Neutrality' environmental certification of the Airport Carbon Accreditation environmental sustainability program – the voluntary protocol launched in 2009 by ACI Europe – which indicates that Torino Airport has become **carbon neutral**. This means for the airport to have a "neutral" impact on global warming, first by minimizing emissions made locally and, subsequently, offsetting residual emissions with high-quality carbon offsetting projects.

In addition, Torino Airport was the place chosen by ACI Europe and the TULIPS Consortium to host the second edition of the Hydrogen Airports Conference which took place in October 2024. The activities carried out by Torino Airport are part of this framework, which is the first airport in Italy to have produced hydrogen in the airside and the second in Europe (after Amsterdam) to have hosted a prototype of a GPU (Ground Power Unit) powered by hydrogen, the testing of which is underway. SAGAT, as a partner in the European TULIPS project, has obtained funding from the European Community to develop innovative solutions, some of them related to H2, capable of contributing to the transition to low-carbon mobility.

The new smart grid plant for hydrogen production and the photovoltaic system on the roof of the airport are just the two most tangible projects of all that has been achieved so far and will help achieve the goal of 'net zero emissions' by 2040, thus anticipating by 10 years the commitment previously signed in 2019 to achieve the NetZero target.

Finally, 2024 was a **year of important awards** on the environmental sustainability front: Torino Airport, in fact, was recognized for the second consecutive year as "Sustainability Leader 2024" as part of the independent research conducted by the newspaper Il Sole 24 ORE and Statista. The study conducted by Corriere della Sera/Pianeta 2030 and Statista on the analysis of direct-Scope 1 and indirect-Scope 2 CO₂ emissions also confirmed the airport's commitment, awarding Torino Airport as one of the most climate-conscious companies.




















The flight network and airlines

Below is a detailed map of the 2024/2025 winter network and 2025 summer with an indication of the destinations and the operating carriers.

The flight schedule updated in real time can be consulted on the www.torinoairport.com website.

TORINO AIRPORT WINTER NETWORK 2024/2025

SCHEDULED FLIGHTS:

- | | |
|---|--|
|  airBaltic |  Ryanair |
|  Air Dolomiti |  Turkish Airlines |
|  Air France |  Volotea |
|  British Airways |  Vueling |
|  Dan Air |  Wizz Air |
|  EasyJet |  HUB |
|  Eurowings | |
|  Iberia Air Nostrum | |
|  ITA Airways | |
|  Jet2 | |
|  KLM Royal Dutch Airlines | |
|  Lumiwings | |
|  Royal Air Maroc | |



TORINO AIRPORT WINTER NETWORK 2024/2025

ALBANIA

Tirana – Wizz Air

BELGIUM

Bruxelles Charleroi – Ryanair

DENMARK

Copenhagen – Ryanair

FRANCE

Paris CDG – Air France (**HUB**)

Paris Orly – Vueling

GERMANY

Frankfurt – Air Dolomiti (**HUB**)

Munich – Air Dolomiti (**HUB**)

IRELAND

Dublin – Ryanair

Shannon – Ryanair

ITALY

Bari – Ryanair

Brindisi – Ryanair

Cagliari – Ryanair, Volotea

Catania – Ryanair, Wizz Air

Comiso – Volotea

Crotone – Ryanair

Foggia – Lumiwings

Lamezia Terme – Ryanair

Napoli – Ryanair, Volotea

Olbia – Volotea

Palermo – Ryanair, Volotea

Reggio Calabria – Ryanair

Roma Fiumicino

ITA Airways (**HUB**)

Salerno – Ryanair

Trapani – Ryanair

LITHUANIA

Vilnius – airBaltic, Ryanair

MALTA

Malta – Ryanair

MOROCCO

Casablanca

Royal Air Maroc (**HUB**)

Marrakech – Ryanair

NETHERLANDS

Amsterdam – KLM (**HUB**)

POLAND

Warsaw – Wizz Air

PORTUGAL

Porto – Ryanair

UK

Belfast – Ryanair

Birmingham – Jet2, Ryanair

Bristol – EasyJet, Ryanair

Edinburgh – Jet2

London Gatwick

British Airways, EasyJet

London Luton

EasyJet, Ryanair

London Stansted – Ryanair

Manchester

EasyJet, Jet2, Ryanair

ROMANIA

Bacău – Dan Air

Bucharest – Wizz Air

Iași – Wizz Air

SPAIN

Barcelona – Ryanair, Vueling

Lanzarote – Ryanair

Madrid – Iberia Air Nostrum,
Ryanair (**HUB**)

Seville – Ryanair

Valencia – Ryanair

SWEDEN

Stockholm – Eurowings

TÜRKIYE









Istanbul IST

Turkish Airlines (**HUB**)

TORINO AIRPORT SUMMER NETWORK 2025

* Routes subject to change.












SCHEDULED FLIGHTS:

- | | |
|--|--|
|  Air Dolomiti |  Turkish Airlines |
|  Air France |  Volotea |
|  British Airways |  Vueling |
|  Dan Air |  Wizz Air |

TOUR OPERATOR:

- | |
|---|
|  AlpitourWorld |
|---|

 HUB

- | | |
|---|--|
|  easyJet |  EasyJet |
|  Eurowings | |
|  FlyOne | |
|  Iberia Air Nostrum | |
|  ITA Airways | |
|  Jet2 | |
|  KLM Royal Dutch Airlines | |
|  Lumiwings | |
|  Royal Air Maroc | |
|  Ryanair | |



TORINO AIRPORT SUMMER NETWORK 2025

ALBANIA

Tirana – Wizz Air

BELGIUM

Bruxelles Charleroi – Ryanair

DENMARK

Copenhagen – Ryanair

EGYPT

Sharm el-Sheikh

Alpitour World

FRANCE

Paris CDG – Air France **(HUB)**

Paris Orly – Vueling

GERMANY

Frankfurt – Air Dolomiti **(HUB)**

Munich – Air Dolomiti **(HUB)**

ISRAEL

Tel-Aviv * – Ryanair

IRELAND

Dublin – Ryanair

ITALY

Bari – Ryanair

Brindisi – Ryanair

Cagliari – Ryanair

Catania – Ryanair, Wizz Air

Crotone – Ryanair

Foggia – Lumiwings

Lamezia Terme – Ryanair

Napoli – Ryanair, Volotea

Olbia – Volotea, ITA Airways

Palermo – Ryanair, Volotea

Pescara – Ryanair

Reggio Calabria – Ryanair

Roma Fiumicino

ITA Airways **(HUB)**

Salerno – Ryanair

Trapani – Ryanair

LITHUANIA

Vilnius – Ryanair

MALTA

Malta – Ryanair

MOROCCO

Casablanca

Royal Air Maroc **(HUB)**

Marrakech – Ryanair

MOLDOVA

Chişinău – FlyOne

NETHERLANDS

Amsterdam – KLM **(HUB)**

POLAND

Krakow – Ryanair

PORTUGAL

Porto – Ryanair

UK

London Gatwick

British Airways

London Stansted – Ryanair

CZECH REPUBLIC

Prague – Ryanair

ROMANIA

Bacău – Dan Air

Bucharest – Dan Air, Wizz Air

Iaşi – Wizz Air

SPAIN

Alicante – Ryanair

Barcelona – Ryanair, Vueling

Ibiza – Ryanair

Lanzarote – Ryanair

Madrid – Iberia Air Nostrum,
Ryanair **(HUB)**

Malaga – Ryanair

Seville – Ryanair

Valencia – Ryanair

SWEDEN

Stockholm – Eurowings

TÜRKIYE

Istanbul IST

Turkish Airlines **(HUB)**

* Routes subject to change.

Torino Airport is one of the most important economic realities in Piedmont and provides employment to about 3 thousand people.

SAGAT S.p.A. manages the entire airport area, in particular, it is the owner:

- the design, construction and maintenance of air traffic-related infrastructures (e.g. runways and aprons);
- the design, construction and maintenance of infrastructures and buildings used by passengers and operators (terminals with related commercial areas, car parks, offices and facilities);
- the management of the centralized infrastructures identified pursuant to Legislative Decree 18/99 (among others, boarding and disembarking piers, baggage handling systems, airport and public information systems);
- of the activities carried out in the airport area that are entrusted to different economic entities (among others, to the managers of restaurants, bars, shops and car rentals, etc.).

Pursuant to the aforementioned Legislative Decree 18/99, **handling services** (i.e. ground handling of passengers, cargo and aircraft) can be carried out by external operators subject to certification by ENAC (National Civil Aviation Authority) by offering ground handling services to airlines. Two Handlers operate at Torino Airport - SAGAT Handling S.p.A., 100% controlled by SAGAT S.p.A., and Aviapartner S.p.A.

In its role as Managing Company of Torino Airport, SAGAT coordinates the **Committee for the regularity and quality of airport services**, as provided for by ENAC Circular GEN-06. This Committee is the body through which the airport management company - under the supervision of ENAC - activates a systematic dialogue with the representatives of airport operators. The objective of the Committee is to identify, in a shared manner, the most appropriate actions for the improvement of services, through periodic monitoring of airport performance and periodic meetings.

SAGAT is also **responsible for assisting passengers with reduced mobility**, according to European standards on air transport accessibility (EC Regulation 1107/2006). These services, provided by SAGAT free of charge by personnel trained in accordance with current legislation, are illustrated in the appropriate section of the Torino Airport website www.aeroportoeditorino.it/en/tofly/flights-informations/prm.



The manager of an essential public service such as the airport cannot ignore considering the customer-passenger as the central element of its corporate mission. For this reason, SAGAT continues its policy of improving the infrastructure and the quality of services available to passengers.

We have assigned Quality a transversal role to all business processes, placing the constant improvement of the customer experience at the center of our strategy.

The Quality Policy is divided as follows:

- provide excellent services in the airport operator's own activities, interacting with institutions and commercial interlocutors in a reliable and proactive manner;
- exercising its role of supervision with authority, ensuring the quality of the "airport system" as a whole, through awareness and intervention towards airport operators;
- make the company organization more and more efficient, through the training and updating of human resources, spreading awareness on Quality issues and periodically verifying their effectiveness;
- assiduously monitor the indicators of the Quality provided and perceived, also in terms of benchmarks with other airports, not only to keep the level of performance under control, but also to seize new opportunities for improvement;
- operate in strict compliance with current legislation on the Quality of Services and in compliance with the provisions of the UNI EN ISO 9001 standard.



The Health, Safety and Environmental Management System (SGSSA)

SAGAT is a company certified according to international standards in the field of occupational health and safety (ISO 45001) and the environment (ISO 14001).

Through the adoption and punctual compliance with the Protocols and Procedures of the HSE Management System (also known as the Health and Safety and Environment Management System – SGSSA), SAGAT manages with the utmost attention the aspects related to the health and safety of workers, fire prevention, hygiene and healthiness of buildings and the various workplaces, environmental matrices (water, air, atmosphere and soil).

The HSE - SGSSA Management System is a strategic and transversal element of all the activities present on the airport grounds: development activities, aeronautical operations, management of the services provided - carried out directly or indirectly - activities of design, construction and maintenance of infrastructures.

In the field of health and safety at work, the founding principles of the Management Company can be summarized as follows:

- compliance with general and special regulations on accidents, safety and hygiene at work;
- compliance with operating procedures and safety standards;
- protection of the health of workers and people who, in various capacities, work at the airport;
- prevention of accidents and occupational diseases;
- promotion of healthy lifestyles and behaviors in the workplace;
- promotion of correct and responsible behaviour to protect safety.

On the other hand, in the environmental sector, attention is paid to the Environmental Protection Plan, which sets out the environmental indicators for which the Management Company undertakes to achieve its improvement objectives, as well as a description of the activities and investments used to achieve these objectives.

In consideration of the current state of the environmental matrices present on the airport grounds, as well as the results already achieved in the organisational and infrastructural reality of the airport, thanks to the Environmental Management System and the Energy Management System, a series of indicators linked to specific investments have been identified, which correspond to the actual and priority needs for environmental improvement for the airport.

The monitoring of environmental indicators is also carried out specifically through the Prevention and Management Plans for rainwater deriving from both the runway and the aircraft aprons.



The Energy Management System

Torino Airport's Energy Management System is certified by DNV according to ISO 50001; In 2024, the certification was maintained following the periodic surveillance audit.

In 2024, the percentage of electricity purchased from renewable sources (certificates of guarantee of origin - GO) was 100% of consumption and overall energy consumption was reduced by 5% compared to the previous year. 2024 was the first year of operation of the new photovoltaic plant (peak power of 1.6 MW) which guaranteed coverage of about 14% of electricity consumption.

Thanks to the purchase of new hybrid or full electric vehicles, the goal of replacing 58% of the vehicle fleet has been reached, thus improving environmental standards and reducing exhaust emissions from vehicles operating at the airport. The replacement plan will continue until 2028 with the aim of replacing 70% of the vehicles.

Torino Airport has obtained Level 3+ 'Neutrality' accreditation, becoming carbon neutral. The achievement of this goal translates into a "neutral" impact on global warming: after minimizing locally generated emissions, residual emissions have been offset with high-quality carbon offsetting projects. Stakeholder involvement in the emission reduction process also continues through the expansion of the accounting perimeter to include emissions related to passenger travel to reach the airport.

The involvement within the European TULIPS Consortium (Demonstrating lower polluting solutions for sustainable airports across Europe), has allowed the creation of an energy model of the airport aimed at developing the SAGAT Decarbonization Roadmap. The model has made it possible to bring forward the commitment to achieve Net Zero carbon by ten years, setting the goal of zero emissions by 2040. In 2024, the construction of the experimental plant at the fire station was also completed, which made it possible to start the first production of green hydrogen at an Italian airside.

In 2024, participation in the activities of AZEA (Alliance for Zero-Emission Aviation) continues, involving various companies in the industrial ecosystem of air transport with the aim of encouraging the introduction of renewable fuels for airports and airlines.

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
TRAVEL SECURITY	Overall security control service of people and hand luggage	% satisfied passengers	99.9%	98%
PERSONAL AND PROPERTY SECURITY	Overall level of personal and property security at the airport	% satisfied passengers	100.0%	97.5%
REGULARITY AND PUNCTUALITY OF THE SERVICE	Overall flight punctuality	% on-time flights / Tot. departing flights	68.2%	78%
	Total baggage left behind pieces	N° mishandled baggage/1,000 departing pax	0.36	0.80
	Waiting time for first baggage claim	Time in minutes calculated from the block-on of aircraft to delivery of the first bag in 90% of cases	20:26	21:15
	Waiting time for last baggage claim	Time in minutes calculated from the block-on of aircraft to delivery of the last bag in 90% of cases	27:45	28:00

KEY TO COLORS

Value expressed in terms of customer satisfaction.

The passengers answer with a valuation on a scale of 1 to 6 (1 = very bad, 6 = excellent); it has been calculated the total of only positive feedback (4,5 and 6) on the total number of positive and negative responses.

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
REGULARITY AND PUNCTUALITY OF THE SERVICE	Waiting time on board for first passenger disembarkation	Waiting time from block-on in 90% of cases	03:15	03:50
	Overall regularity and punctuality of the service received at the airport	% satisfied passengers	100%	99%
CLEANLINESS AND HYGIENIC CONDITIONS	Level of cleanliness and toilets functionality	% satisfied passengers	88.1%	90.5%
	Level of airport cleanliness	% satisfied passengers	99.7%	97.5%
COMFORT IN AIRPORT STAY	Availability of luggage trolleys	% satisfied passengers	99.3%	97.5%
	Efficiency of passenger transfer systems (escalators, elevators)	% satisfied passengers	95.9%	97%
	Efficiency of climatization systems	% satisfied passengers	97.7%	97.5%
	Overall level of comfort in the terminal	% satisfied passengers	99.7%	98%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
ADDITIONAL SERVICES	Connectivity of free wi-fi in the terminal	% satisfied passengers	100%	93%
	Availability of charging stations for mobiles/laptops in public areas	% satisfied passengers	99.4%	91.5%
	Time compatibility of bar opening hours with airport opening	% arriving / departing flights compatible with bar opening hours in the respective areas	100%	100%
	Perception on the adequacy of smoking rooms, where present	% satisfied passengers	98.5%	92.5%
	Perception of the availability of free drinking water dispensers, where present	% satisfied passengers	88.2%	87.5%
	Availability / quality / prices of Shops / Newstands	% satisfied passengers	98.4%	96.5%
	Availability / quality / prices of Bars / Restaurants	% satisfied passengers	98.9%	97%
	Availability of vending machines providing drinks and snacks	% satisfied passengers	99.3%	97%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
CUSTOMER INFORMATION	User-friendly and updated website	% satisfied passengers	99.7%	96.5%
	Efficiency of operational information points	% satisfied passengers	99.9%	96.5%
	Clear and easy to understand interior signage	% satisfied passengers	99.6%	96.5%
	Professionalism of personnel (infopoint, security)	% satisfied passengers	99.7%	98%
	Overall perception on the effectiveness and accessibility of public information services (monitor, announcements, internal signage)	% satisfied passengers	99.2%	98%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
DESK/ CHECKPOINT SERVICES	Perception on the ticket service	% satisfied passengers	100%	97.5%
	Waiting time at check-in	Waiting time expressed in minutes in 90% of cases	02:36	04:45
	Perception on waiting time at check-in	% satisfied passengers	98.7%	97.5%
	Waiting time at security checks	Waiting time expressed in minutes in 90% of cases	04:29	04:55
	Perception on waiting time at passport control	% satisfied passengers	100%	96%
MODAL INTEGRATION	Clear and easy to understand external signage	% satisfied passengers	99.6%	96.5%
	City / airport connections	% satisfied passengers	98.4%	90.5%

Services for passengers with reduced mobility

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
EFFICIENCY OF ASSISTANCE SERVICES	For departing booked PRM: waiting time to receive assistance, at one of the designated points at the airport	Waiting time in minutes in 90% of cases	03:25	03:42
	For departing non booked PRM: waiting time to receive assistance, at one of the designated points at the airport	Waiting time in minutes in 90% of cases	04:00	06:45
	For arriving booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	03:47	03:55
	For arriving non booked PRM: waiting time on board, after the disembarkation of the last passenger	Waiting time in minutes in 90% of cases	03:33	06:45

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
PERSONAL SAFETY	Perception of the state and functionality of means and equipment provided	% satisfied PRM passengers	99.6%	98%
	Perception of the adequacy of personnel training	% satisfied PRM passengers	99.7%	98%
INFORMATION AT THE AIRPORT	Accessibility: number of essential information accessible to people with visual, aural and motion disabilities compared to the total number of essential information	% essential information accessible on the total number of essential information	100%	100%
	Completeness: number of information and instructions related to the services offered, available in an accessible format compared to the total number	% information /instructions, in accessible format on the total number of information /instructions	100%	100%
	Perception on efficiency and accessibility of the information, communications and airport's internal signage	% satisfied PRM passengers	99,8%	98%

QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
COMMUNICATION WITH PASSENGERS	Number of the responses provided in due time compared to the total number of requests for information received	% responses provided in due time on the total number of requests	100%	100%
	Number of complaints received compared to the total traffic of PRM	% complaints received on the total traffic of PRM	0.01%	0.03%
COMFORT IN AIRPORT	Efficiency of assistance to PRM	% satisfied PRM passengers	99.8%	99.8%
	Usability and accessibility to airport services: carpark, call system, dedicated areas, toilets, etc	% satisfied PRM passengers	97.4%	90.5%
	Dedicated areas (e.g. Sala Amica)	% satisfied PRM passengers	99.8%	98%

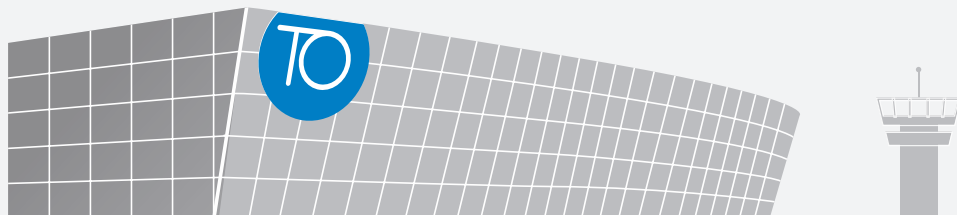
QUALITY FACTORS	INDICATORS	MEASUREMENT UNIT	RESULT 2024	TARGET 2025
RELATIONAL AND BEHAVIOURAL ASPECTS	Courtesy of personnel (infopoint, security, staff dedicated to special assistance)	% satisfied PRM passengers	99.5%	97.5%
	Professionalism of personnel dedicated to PRM	% satisfied PRM passengers	99.5%	98%

TORINO
AIRPORT



SAGAT

SERVICE GUIDE 2025



Getting to the airport

-  RAILWAY
-  HIGH SPEED TRAIN
-  REGIONAL TRAIN
-  SUBWAY
-  CITY BUS
-  TAXI
-  HIGHWAY



BY TRAIN

The railway line connects Torino Airport with Torino Porta Susa station in about half an hour, 7 days a week.

- Departures from Torino Porta Susa: on weekdays, first departure at 5.01 AM, last departure at 9.25 PM.
- Departures from Torino Airport: on weekdays, first departure at 6.00 AM, last departure at 10.28 PM.

The airport station is located opposite the Arrivals area of the terminal.

More information on the website www.trenitalia.com

BY BUS

The connection between the airport and Turin City Centre is provided by two companies:

- **ARRIVA ITALIA:** EXPRESS with 2 stops and local with 8 stops; journey time 45/50'; departure from Turin at P.zza Carlo Felice 39, in front of Turin Porta Nuova railway station; frequency every day of the year with departures every 15'/30'.
Information: Information centre +39 035 28 9000.
- **FLIBCO:** direct departures; journey time 30'; departures from Turin c/o bus station C.so Vittorio Emanuele II 131, in front of Palagiustizia; frequency every day of the year with departures every 30'.

- **PIEMONTE LOUNGE (SAGAT VIP ROOM)**

Departures Level, Boarding Area: Located on the balcony on the first floor, past the security checks, it is open every day from 5:00 am to 9:00 pm*. The Piemonte Lounge is accessible to eligible passengers, based on agreements with airlines and some tour operators, as well as to holders of a single access ticket; access can be purchased directly in the Piemonte Lounge, at the Fast Track desk, via the Torino Airport App, at the ticket office or on the Torino Airport e-commerce site <https://ecom.torinoairport.com/piemonte-lounge.html>.

The Piemonte Lounge offers its guests a rich selection of savoury and sweet snacks, aperitifs and soft drinks, a digital newsstand with which to access newspapers, magazines and multiple entertainment contents, TV, dedicated WI-FI connection, as well as the possibility of leaving hand luggage in the latest generation locker during your stay at the airport and flight information monitors.

For information on services and costs: www.torinoairport.com.

- **FUN & GAME AREA**

Departures Level, Boarding Area: Located on the balcony on the first floor of the departures lounge, beyond the security checks, the Fun & Game Area offers four arcade consoles equipped with the best retro video games, two pinball machines and a table football with which you can have fun while waiting for your boarding. A space dedicated to children and adults of all ages who want to spend a few moments of leisure while waiting for their flight.

- **KIDS AREA**

Departures Level, Boarding Area: Located on the balcony on the first floor of the departures lounge, beyond the security checks, the Kids Area welcomes young travelers in a cheerful and colorful environment where they can be to be able to play safely while waiting for boarding.

- **NURSERY WITH UNICEF BABY PIT STOP**

Departures Level, Boarding Area: Located on the balcony on the first floor, beyond the security checks, the Nursery welcomes young travelers in a sitting room with sofas, armchairs and poufs.

The UNICEF Baby Pit Stop is dedicated to newborns and their mothers, an area equipped with an ergonomic armchair with footrest for breastfeeding more comfortably and confidentially, a changing table, and a sink.

The UNICEF Baby Lounge and Baby Pit Stop are free services.

- **AUTOMATED BED-SHARING**

Departures Level, Check-in Area: 5 ZZZLEEPANGO capsules to relax and sleep at the airport.

- **BARS, RESTAURANTS AND SELF SERVICE**

Arrivals Level: Autogrill Passaggio Torino bar/fast food, 7:30 am-11 pm*.

Departures Level, Boarding Area: Bufala restaurant/bar, opening hours 5 am-10:30 pm*; Autogrill Piazza Castello wine bar restaurant, 4:30 am-11 pm*; I Love Pokè 10 am-9 pm*; Baladin brewery with hamburger shop, 11 am-10 pm*;

Terre di Baladin, 10 am-9 pm*; WorkEat, restaurant/bar, 5 am-10 pm*; 12 OZ, bar, 7 am-9 pm.

Departures Level, Check-in Area: Chef Express Panella bar, opening hours 5 am-9:30 pm*; Ahi Pokè 11:30 am-3 pm.

Upper Level Departures: Ingredienti self-service, opening hours

11 am-2:30 pm and 6 pm-8:30 pm*; Mc Donald's, 11 am-8:30 pm hours. In all public areas there are also vending machines for water, soft drinks and snacks.

- **SUPERMARKETS AND MARKETS**

Arrivals Level: Crai Supermarket, opening hours 8 am-8 pm*;

Departures Level, Boarding Area: Autogrill Market, 4.30 am-11 pm*.

Departures Level, Check-in Area: Trip Essentials 5 am-9:30 pm*.

- **BANKS, CURRENCY EXCHANGE AND ATMS**

Arrivals Level: Banca del Piemonte and Euronet ATMs.

Arrivals Level, Baggage Claim Area: Euronet ATM.

Departures Level, Check-in Area: Banca Sella branch and Banca Sella ATM; Banca Intesa Sanpaolo ATM, Credem ATM.

- **PHARMACY**

Departures level at the check-in hall: Monday 9:30 am-5 pm; Tuesday 9:30 am-1:30 pm; Wednesday 9:30 am-5 pm; Thursday 9:30 am-5 pm; Friday 9:30 am-5 pm; Saturday 9:30 am-2:30 pm; Sunday 9:30 am-2:30 pm.

- **AIRPORT MEDICAL FIRST AID**

Arrivals Level: SAGAT has entrusted ONTARIO S.r.l. with the management of health services, related to the Airport Medical First Aid (PSSA), and of the intangible escort for air emergencies by signing, at its own expense, a special agreement.

Service guaranteed 24 hours a day, every day of the year through:

- a doctor;
- two rescuers present on duty from 6.00 to 24.00.

- **DEFIBRILLATORI AUTOMATICI ESTERNI (DAE)**

The Passenger Terminal is a high-traffic building, therefore characterized by high crowding, and is equipped with 19 state-of-the-art defibrillators (AEDs). The defibrillators, as they are semi-automatic, are easy to use and can be activated either by medical or health personnel, or by qualified “lay” personnel. In fact, thanks to the fact that they are semi-automatic, the AED autonomously carries out the diagnosis, verifies the absence of a heartbeat and, if necessary, releases the electric shock.

- **WI-FI**

Available and free of charge.

- **CHARGING STATIONS**

In the Boarding Area, in addition to the security checks, there are numerous charging stations for electronic devices.

- **LEFT LUGGAGE**

Unavailable.

- **SMOKING AREA**

Departures Level, Boarding Area: Located on the balcony on the first floor, beyond the security checks, on the outdoor terrace in front of the Nursery.

- **REMOTE INFORMATION SOURCES**

For information call 011.5676.361/2 or via WhatsApp at 331.6915844. The service is available from Monday to Sunday. For further information, please visit the website www.torinoairport.com or the TorinoAirport App, available for iOS and Android. A messaging service is also available on Facebook, on the official page of Torino Airport @AeroportoDiTorino, active from Monday to Friday from 9 am to 6 pm.

- **TRANSIT PASSENGERS**

All passengers in transit, whether coming from EU/Schengen countries or from Non-EU/Non-Schengen countries, after disembarking in the Terminal must necessarily leave the Arrivals Level and go back to the Departures Level to undergo security filter checks, thus accessing the Boarding Hall for the onward flight. If disembarkation takes place directly at the Gate, it is not mandatory to leave the Boarding Hall.

• LOST PROPERTY

Arrivals Level: The search service is dedicated only to lost/forgotten items at the airport or on board the aircraft. After 24 hours from the loss, you can contact the Lost and Found Office (ph. 011.5676478), submitting a special report that can be downloaded from the Torino Airport website: www.torinoairport.com, to be sent by email to oggettismarriti@sagat.trn.it. To collect it, you can contact the “Lost Luggage - Lost Property” office, managed by the SAGAT Handling company, from 9 am to 12 pm/2 pm to 9 pm. The objects found are kept in the “Lost Property” Office for a period of 12 months from the discovery; after this deadline they will no longer be able to be claimed.

• CHECK-IN AND BOARDING

Check-in options also include web, mobile and self modes. Sometimes, therefore, the passenger is not checked in at the check-in desks or even at the airport.

On the other hand, when the passenger presents himself at the airport at the manned counters, the following procedure is followed: the passenger must have a valid and appropriate identity document depending on the final destination of the trip; The check-in officer, having verified the validity of the ticket, registers the passenger and any checked baggage on the flight, and issues the boarding pass indicating the scheduled time of boarding. At the automated turnstiles for access to the security checkpoints, the passenger’s travel ticket will be checked by a special reader. At the gate, you will be asked for your boarding pass, together with your identity document.

• SECURITY CHECKS

The passenger is invited to arrive at the airport sufficiently in advance of the departure time to allow the security procedures for the control of passengers and baggage to be carried out.

By way of example and not limited to, it is forbidden to bring on board in your hand baggage: pistols, firearms and other instruments that fire projectiles (including toy weapons), stun devices, objects with a sharp point or sharp end (such as, for example, cutting items, box cutters, razor blades, knives and scissors with blades longer than 6 cm),

work tools, blunt objects, explosive and incendiary substances and devices. Details are available on the ENAC website www.enac.gov.it/en/passengers/.

As regards the screening and transport of liquids, aerosols and gels in the cabin at EU airports, please consult the ENAC website www.enac.gov.it/en/passengers/. Once you have passed the security checks, you can buy and transport liquid products on board or consume them as indicated by the staff. As far as checked baggage is concerned, it is not allowed to carry flammable or corrosive substances, radioactive material, oxidizing or infectious substances, explosive and incendiary devices such as, for example, ammunition, detonators, fuses, mines, grenades, pyrotechnic articles, sticks, dynamite, gunpowder, plastic explosives.

Details are available on the ENAC website www.enac.gov.it/en/passengers/.

These measures concern all airports in the European Union, and all states in which security standards equivalent to the common basic standards apply.

The reference legislation is available on the website of the European Commission www.ec.europa.eu.

The Fast Track is equipped with an innovative X-ray device that allows the contents of hand luggage to be scanned in three dimensions: for those who use the fast track, it is no longer necessary to separate either liquids or electronic devices.

The current security regulations establish in any case that, based on the response provided by the device and the control officer, it may be necessary to carry out further checks, providing for the opening of luggage and targeted control on some objects.

Only passengers with a suitable and valid travel document, such as the boarding pass issued at the check-in desks of the Airport or the electronic boarding pass issued by means of web check-in, SMS or MMS by a carrier and saved by the passenger on paper or viewable on their mobile phone or tablet, can access the Boarding Area.

Passport control in and out of the country for Non-EU/Extra-Schengen passengers, in accordance with the provisions of the Ministry of the Interior and the local Border Police Office, is facilitated by the use of digital control equipment (E-gates) that allow the scanning of the electronic document and the biometric comparison of the face to be carried out in an automated way.

• CUSTOMS

Passengers who expatriate to countries outside the European Union must declare to the airport customs authorities the exit of video cameras, cameras and in general of valuables that can be purchased abroad, so that they are not required to apply customs taxes on their return. Upon returning to Italy, you must keep the receipts for purchases made in non-EU countries, in order to obtain the exemption from customs duties granted for purchases up to 430 euros. The TAX FREE is a facility granted to non-residents and non-domiciled in the European Union, who can obtain a VAT refund on goods purchased in authorized shops for an amount exceeding 70 euros, upon presentation of the purchase receipts and the goods at the time of exit from the EU territory. It is mandatory to make a special declaration to the customs office for the currency that is taken out of the State (or introduced into it) for an amount equal to or greater than 10,000 euros. For further information, consult the Traveller's Customs Card www.adm.gov.it/portale/en/carta-doganale-viaggiatore on the Customs and Monopolies Agency website www.adm.gov.it.

• ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY

Regulation (EC) No. 1107/2006 on the rights of persons with disabilities and reduced mobility (PRM) in air transport, which has assigned to the Operators the task of guaranteeing assistance to passengers during their stay at the airport, provides that the passenger who intends to use the escort service must request it from his or her airline at least 48 hours before the departure time of the flight and that the carrier must notify the Operator within 36 hours from the departure of the flight itself. The activation of the assistance service by specialized personnel can take place through the following channels: a) at the call points (11 available and equipped with video intercom); b) at check-in desks at check-in; c) at the information desk. The call points are located near the reserved and free parking spaces for PRMs in the Multi-storey Car Park (50 parking spaces reserved for those in possession of the appropriate badge); at the entrance doors of the terminal, both at the Arrivals Level and at the Departures Level; in the Sala Amica (room reserved for PRMs waiting to leave, located on the Departures Level before security checks and equipped with flight information monitors, service telephone, water, coffee, soft drinks and snacks dispenser); at the charter bus park, at the R check-in area and at the bus stop on the Arrivals Level.

The airport was designed paying particular attention to the needs of people with reduced mobility so that they were allowed to use all the services of Torino Airport.

Available to passengers in difficulty there are, among other things: lifts with “Braille” writings and acoustic safety devices; low floors at check-in to easily deposit luggage; 4 specially shaped check-in counters; baggage conveyor belts equipped with safety devices that allow easy baggage collection; dedicated toilets in all airport areas; tactile path for the visually impaired present in the main areas of the terminal; Dedicated meeting point for arriving passengers, parking only 35 meters from the terminal, free of architectural barriers. For more information, please consult www.torinoairport.com, on the “People with reduced mobility” page.

• ASSISTANCE FOR PASSENGERS WITH AUTISM

Torino Airport adheres to the “Autism - Traveling through the airport” project, the initiative conceived by ENAC with the collaboration of Assaeroporti, industry associations and airport management companies to facilitate access to the airport and air travel for people with autism. The staff of the Torino Airport, thanks to specific training, offers qualified support in welcoming passengers with autism, facilitating companions in making air travel with greater serenity and guaranteeing passengers with autism the full enjoyment of the right to mobility.

The dedicated web page www.torinoairport.com/autismo collects all the necessary information, including the “Social History”, i.e. the description of the environments and the story of the route within the airport, and an information brochure dedicated to companions.

In addition, Torino Airport offers people with autism the opportunity to familiarize themselves in advance with the places and the travel route at the airport: it is possible to book (7 days in advance) a guided tour of the terminal by email at autismo@sagat.trn.it or by calling the telephone number 011.5676361/2.

• NURSERY

Arrivals Level, Baggage Claim Area: In this hall, equipped with toilets, children can be changed and looked after. In addition, most of the toilets in the Terminal (on the Arrivals Level, Departures Level and Upper Departures Level) are equipped with changing tables.

• LOST LUGGAGE

In the event of non-delivery of incoming baggage or damage to it, you can contact the Lost & Found offices of the company appointed by the airline with which you took the flight. The report must be made upon arrival, as soon as the loss or damage is ascertained, before leaving the Baggage Claim Area. The offices are located on the Arrivals Level at the same baggage reclaim area.

- SAGAT Handling: lost.found@sagat.trn.it; ph. 011.5676200, 8 am-12 pm*;
Baggage drop-off: 9 am-12 am/2 pm-9 pm.
- Aviapartner: trn.it@aviapartner.aero; ph. 011.5676785, hours 9 am-12:30 am; 5 pm-7 pm; 9 pm-12 pm.
Opening time: 10 am-12 am/6 pm-11:30 pm. Delivery: 10 am-12 am/6 pm-10 pm.*

• ANIMAL TRANSPORT

At the time of booking, it is necessary to inform the company of the presence of an accompanying animal and to make sure of the rules in force regarding the introduction of animals into the country of final destination (in particular about vaccinations and the necessary documentation).

Dogs for the blind are embarked with the passenger, as long as they are equipped with a muzzle and leash: in this case transport is free, but the presence of the animal must still be reported when booking the ticket.

Live animals carried as carry-on baggage by departing passengers are screened before entering security restricted areas and on board the aircraft, in the same manner as passengers.

• PARKING AND CAR SHARING

The parking system is designed to meet all parking needs, according to criteria of comfort and convenience. It consists of a large multi-storey car park with a total of 2,288 parking spaces, of which 1,757 are covered (50 spaces on the Departures Level are reserved for people with reduced mobility) and 460 uncovered and located on the 5th floor. On the covered multi-storey from the 1st to the 4th floor, the first 10 minutes of parking are free and can also be accessed with the Telepass and UnipolMove system, while the 5th level can only be purchased online.

Four uncovered car parks are also available to customers, for a total of 627 parking spaces.

The Bye&Fly express parking lot, with 10 minutes of free parking and a gradual rate, is dedicated to very short stays (less than 1 hour) for those who accompany or pick up, located a few meters from the Passenger Terminal on the Departures Level.

The Bye&Fly car park offers 60 uncovered spaces and 40 covered spaces and also provides access with Telepass, UnipolMove and electronic payment at the exit barrier.

There is also the P-A Long-Stay car park with 130 spaces, located at the entrance to the airport (which can only be purchased online), the P-B Comfort car park, with 180 uncovered spaces, the possibility of access with UnipolMove and can also be purchased online, the P-C Low Cost car park with 245 parking spaces with extremely affordable rates that can only be purchased online and the new P-E Smart car park with 72 parking spaces.

All parking areas are also accessible by reading license plates during entry and exit, in order to ensure maximum safety for users and eliminate contact with operators.

There are 11 automatic payment desks that accept cash, debit and credit cards, as well as the manned parking infopoint, located in the departures hall, from 5 am to 12 am.

The airport offers, on request, agreements at special rates for institutions, companies, tour operators and travel agencies.

Parking lots and other mobility-related products (Fast Track, Piemonte Lounge, carnet cards, Torino Airport Pass and operator cards) can be purchased on the Torino Airport e-commerce site <https://ecom.torinoairport.com>.

The car sharing service, managed by several operators, is available at Torino Airport at the new dedicated car park. For more information, please visit the Torino Airport website www.torinoairport.com.

- **LUGGAGE TROLLEYS**

Luggage trolleys are free of charge.

- **FAST TRACK**

Departures Level, Check-in Area: Gate dedicated to passengers entitled, based on agreements with airlines, or in possession of a single access ticket, which can be purchased at the airport ticket office, directly at the Fast Track, on the Torino Airport e-commerce site <https://ecom.torinoairport.com/fast-track.html> or through the Torino Airport App, available for iOS and Android. Located near the security checks, the service allows faster access to the Boarding Area through a dedicated path; 3D scanning of luggage allows you to avoid the separation of liquids and devices. It is active every day from 5 am to 9 pm*.

***WARNINGS:**

- Check the opening hours of individual services and commercial activities on the Torino Airport website www.torinoairport.com.
- All telephone numbers listed above must be preceded by the prefix +39 if the call is made from abroad.



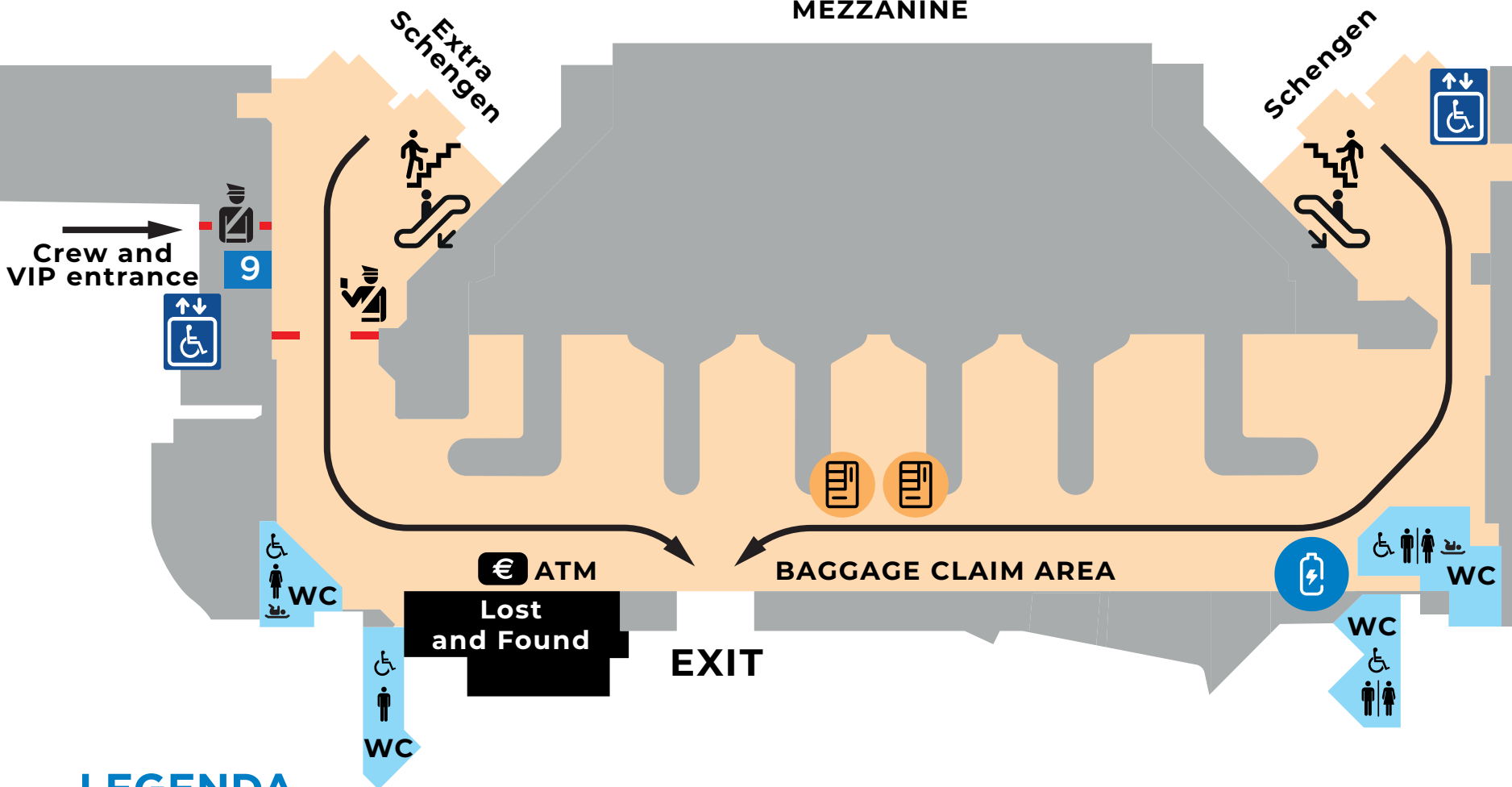
AIR TERMINAL

Arrivals

Level 0



MEZZANINE



LEGENDA

- 9** Air Health Office
- Passport Control
- Security Control

- Elevator
- Baby Change

- Stairs
- Escalators

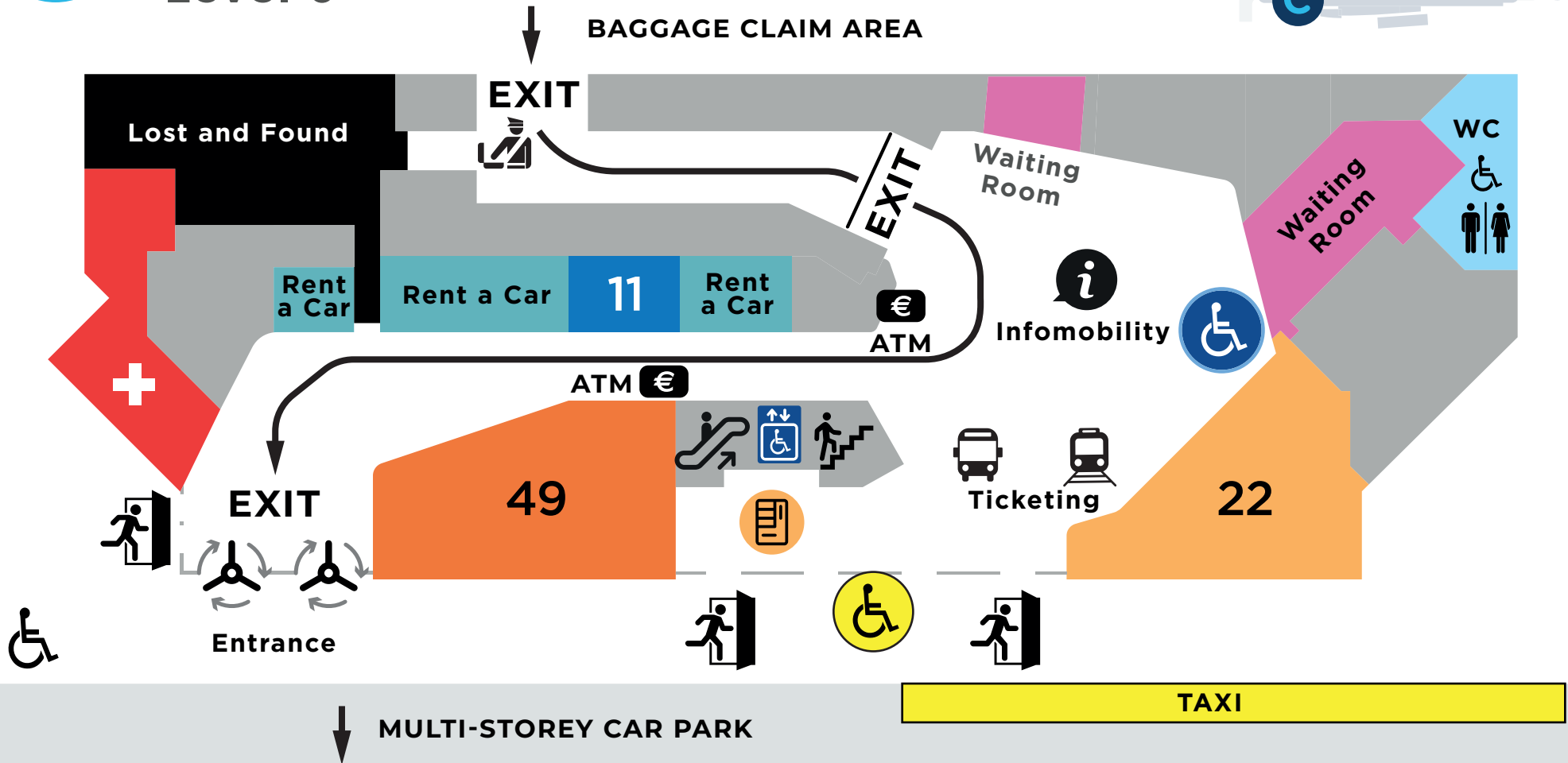
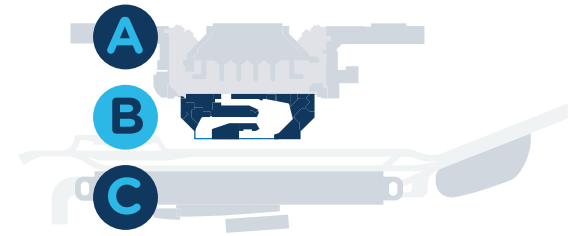
- Food & Beverage Vending Machine
- Charger



AIR TERMINAL

Arrivals

Level 0



LEGENDA

- 11** Infopoint Welcome to Piemonte
- 22** Autogrill Passaggio Torino
- 49** CRAI Supermercato
- Food & Beverage Vending Machine

- PRM Meeting Point
- PRM Call Point
- PRM Transport
- Elevator

- First Aid
- Emergency Exit
- Stairs
- Escalator

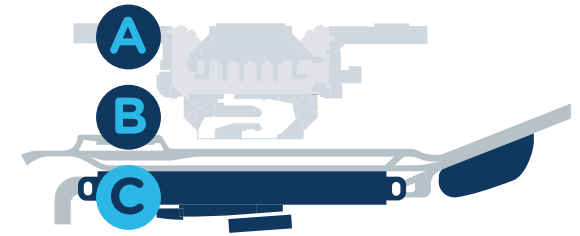
- Customs
- Baby Change
- Bus ticket office
- Train ticket office



AIR TERMINAL

Arrivals

Level 0



P-E Smart

P Car Sharing

to General Aviation Terminal
to Airport Pass Office
to SAGAT Offices

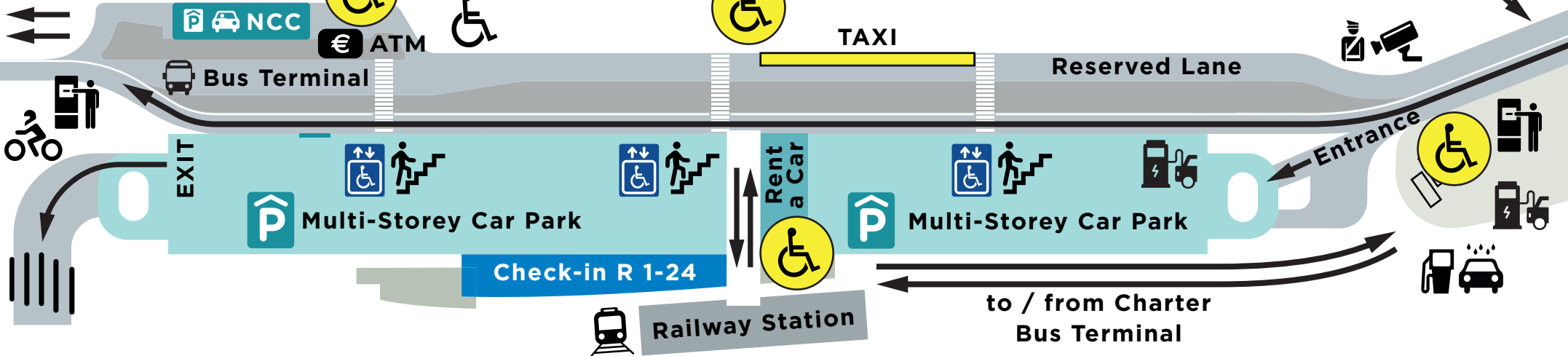
AIRPORT ENTRANCE

P-C Low Cost

P-A Long Term

P-B Comfort

P Bus & Shuttle



LEGENDA

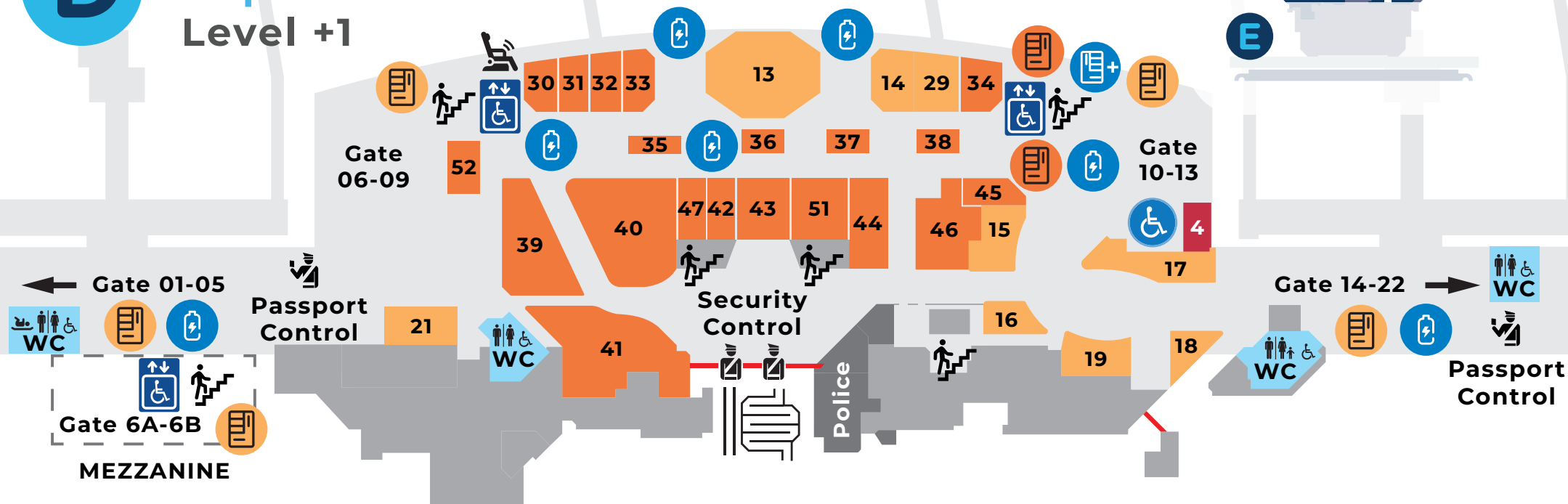
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|-------------------|-------------------|---------------------------|-------------------|
| PRM Meeting Point | Reserved lane | Elevator | Bus Terminal |
| PRM Call Point | Automatic cashier | Gas station & Car wash | Railway Station |
| PRM Transport | Stairs | Electric charging station | Motorbike Parking |



AIR TERMINAL

Departures

Level +1



LEGENDA

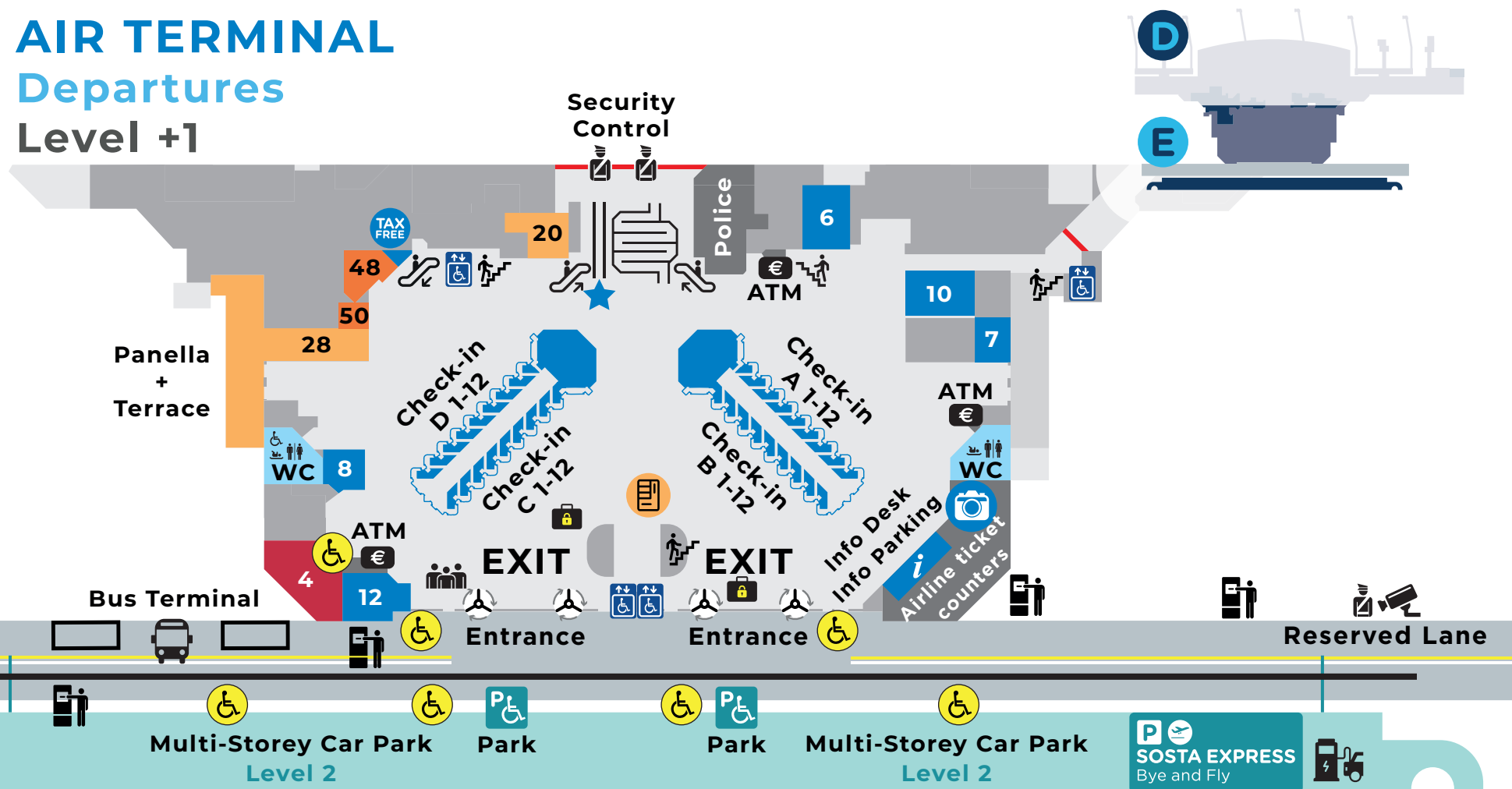
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|------------------------------|------------------------------|-----------------------------|---------------------------------|
| 4 PRM Courtesy Lounge | 31 Superga | 43 Flying Tiger | PRM Meeting Point |
| 13 Autogrill Piazza Castello | 32 Sebago | 44 WHSmith | Charger |
| 14 I love Poke / Giappo | 33 Robe di Kappa | 45 NAU! | Food & Beverage Vending Machine |
| 15 Baladin | 34 Blanco | 46 Giunti al Punto Libreria | Vending Machine |
| 16 Terre di Baladin | 35 Venchi | 51 La Casa de las Carcasas | Pharmacy vending machine |
| 17 18 Bufala | 36 Autogrill Market | 52 Pop up Store | |
| 19 WorkEat | 37 Borbonese | Massages chairs | |
| 21 WeCoffee | 38 Temporary Store | Stairs | |
| 29 12oz | 39 40 41 Heinemann Duty Free | Baby Change | |
| 30 K-Way | 42 +39 | Elevator | |



AIR TERMINAL

Departures

Level +1



LEGENDA

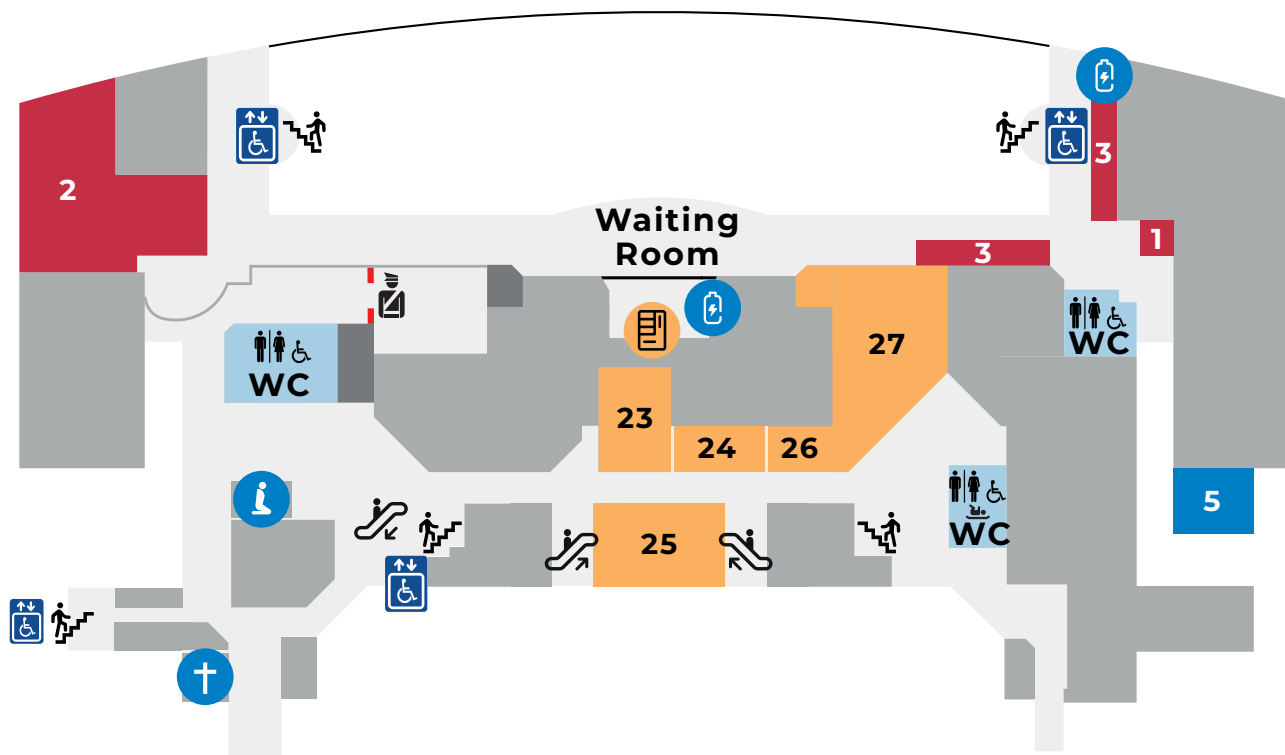
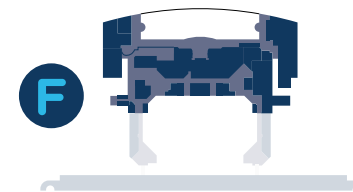
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| 4 PRM Courtesy Lounge | 8 Innovation Lab | ★ Fast Track | 🔌 Charger |
| 20 Ahi Pokè | 10 Pharmacy | 🍼 Baby Change | 🔒 Luggage Sealing |
| 28 Panella + Terrace | 12 Lounge Value Group | 🚶 Stairs | 🏧 Automatic cashier |
| 48 Marina Militare | 🚼 PRM Call Point | 🚶 Escalator | 🔌 Electric charging station |
| 50 Viaggi Essential | 🚼 PRM Meeting Point | 👥 Group | 📺 Food & Beverage Vending Machine |
| 6 Bank | 🚶 Elevator | 🛍 Tax Free | 🚌 Airport Bus Terminal to Torino City Center |
| 7 ZZZleep and Go | 🚼 PRM Transport | 📷 Photo | |



AIR TERMINAL

Departures

Level +2



LEGENDA

- 1 Nursery
- 2 PIEMONTE Lounge
- 3 Fun&Game Area Kids Area

- 23 24 25 Self-service Ingredienti
- 26 27 Mc Donald's

- Elevator
- Stairs
- Escalator
- Baby Change
- Security Control
- Automatic cashier

- Electric charging station
- Charger
- Muslim prayer room
- Ecumenical Chapel
- Food & Beverage Vending Machine

Charter of passenger rights

In the event of reports of air transport disruptions, the passenger must contact the airline that issued the ticket and / or the tour operator with which the contract of carriage was concluded.

You can also refer to the dedicated to Passenger Rights on the ENAC website www.enac.gov.it/en/passengers/

ADR (**A**lternative **D**ispute **R**esolution) - Passengers who have suffered disruptions due to violations of Reg. (EC) No. 261/2004 for cases of denied boarding, cancellation of flights or long delays, and Reg. (EC) No. 1107/2006 on the protection of passengers with disabilities or reduced mobility, can make an attempt at conciliation through the ConciliaWeb platform on the website of the Transport Regulation Authority, without prejudice to the possibility of sending complaint reports to ENAC for sanctioning purposes only.



Suggestions, reporting and complaints

Passenger satisfaction is one of our priorities and we take every report into the highest regard, because it helps us to improve the quality of the service.

In the event of inefficiencies attributable to the Airport Management Company, we can be reached:

- by email: mailbox@sagat.trn.it
 - by mail: TORINO AIRPORT - SAGAT S.p.A.
Strada San Maurizio, 12 - 10072 Caselle T.se (TO)
 - via the internet: www.aeroportoeditorino.it/en/sagat/group/company/contacts/contact-module
-

CONTACTS

SAGAT S.p.A. Torino Airport
Quality Service
Ph. +39 011 5676356
E-mail: mailbox@sagat.trn.it

SERVICE CHARTER 2025

Coordination SAGAT S.p.A. Torino Airport

February 2025

E-mail	Address

City	Post code	Country
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INFORMATION AND RIGHTS OF THE DATA SUBJECT

The company has appointed a **DPO (Data Protection Officer)** who can be contacted at the following e-mail address dpo.privacy@sagat.trn.it or by sending a letter to SAGAT S.p.A. - DPO, Strada San Maurizio n.12, 10072 Caselle Torinese (TO).

TYPE OF DATA PROCESSED

The data you provided us with and specifically:

- Personal details or other personal identification elements (name, surname, residence address), is connected and/or instrumental to the effective management of the requests you made.

LEGAL BASIS

Processing, concerning the above mentioned purposes, is based on express consent pursuant to Article 6, paragraph 1, letter a) of GDPR Regulation 2016/679.

DATA PROCESSING METHODS AND PURPOSES

We inform you that the personal data you provide through filling in the form “Suggestions, reporting and complaints”, is collected and processed to better know the needs of the airport customers and give feedback to reports received. We inform you that data will be processed through paper or electronic media and will be retained and controlled by using suitable preventive security measures, aimed at minimising the risks of loss and destruction, unauthorised access, and processing that is not permitted and different from the purposes for which the processing is carried out. The provision of data to our company is **optional**, however, failure to provide it will make it impossible to consider the “Suggestions, reporting and complaints” you have made, including giving you feedback. **Data is not subject to an automated decision-making process.**

CATEGORIES OF RECIPIENTS

Personal data will be processed by **authorised** SAGAT S.p.A. **employees** and can be communicated to companies, assigned as data processors, appointed to manage the service on behalf of SAGAT S.p.A., to manage the requests you made. SAGAT S.p.A. **does not transfer data to a third country**, outside the EU, nor to an international organisation.

PERIOD OF RETENTION

We would like to point out that in compliance with the principles of lawfulness, limitation of purposes and data minimisation, prior to your **liberal and explicit consent**, expressed at the bottom of this information disclosure, your personal data will be retained for a period of 10 years; in the event of judicial litigation, the related data will be retained for 10 years from the final sentence.

RIGHTS OF THE DATA SUBJECT

Regarding data that is subject to processing referred to in this information disclosure, being the data subject, the following rights provided for by current legislation to protect personal data are recognised to you:

- Request SAGAT S.p.A. **access** to the processed data (Article 15 of UE Regulation 2016/679);
- Request **rectification** of inaccurate personal data concerning you and/or the integration of incomplete personal data (Article 16 of the EU Regulation 2016/679);
- Request that your data is no longer processed, revoking your consent at any time (Article 13, paragraph 2, letter c, 17 and 21 of the EU Regulation 2016/679);
- Request the **deletion** of personal data only if: it is no longer needed for the purposes for which it was collected or otherwise processed; if revocation of consent occurs, unless processing is needed to ascertain, exercise or defend a right of the Controller in court; it is unlawfully processed or must be deleted to fulfil an obligation foreseen by EU law or by national law (Article 17 of the EU Regulation 2016/679);
- Request the **limitation of processing** when one of the following hypotheses occurs: the data subject disputes the accuracy of personal data and requests the limitation for the time necessary to the Controller to verify the accuracy of personal data; the processing is illegal and the data subject opposes the deletion of the data and asks instead that its use is limited, although the Controller no longer needs it for the purposes of processing, personal data is necessary for the data subject for the ascertainment, the exercise or defence of a right in court (Article 18 of EU Regulation 2016/679);
- Request and receive the data entered in the compilation of the form in a structured format, commonly used and legible by an automated device (so-called **portability**) (Article 20 of the EU Regulation 2016/679).

We inform you that you **can exercise the rights mentioned above** by writing to privacy@sagat.trn.it or by sending a letter to SAGAT S.p.A., Strada San Maurizio, 12 - 10072 Caselle Torinese (TO).

The data subject also has the **right to lodge a complaint** to a supervisory authority if they consider the processing concerning them violates EU Regulation 2016/679.

The complaint can be lodged to the supervisory authority of the Member State in which the data subject generally resides or works or of the place where the alleged violation occurred (Article 77 of the EU Regulation 2016/679).

The undersigned declares to have received complete information pursuant to legislation to protect personal data and expresses consent to the processing and communication of their personal data within the limits, for the purposes and for the duration stated in the information disclosure.

Name and Surname (block letters)

Date

Signature

FORM TO BE SENT TO: **SAGAT S.P.A. TORINO AIRPORT** -
Strada San Maurizio, 12 - 10072 Caselle Torinese (TO) - ITALIA

www.torinoairport.com