Slovenske železnice

SŽ – Potniški promet, d.o.o.
Kolodvorska 11, 1560 Ljubljana, Slovenija
Oddelek za podporo strankam 152.0 – Reklamacije

K-99c

REQUEST FOR REFUND OF FARE

Applicant:
Full name: _____

Street, house number:_____

Postal code: _____ City: _____

Phone*: _____ Email*: _____

I hereby request a refund of the fare based on the following ticket(s):

International transport (enter ticket number): Domestic transport (enter ticket number):

_____ _____

_____ _____

Reason for refund (please specify):_____

_____
(If a more detailed explanation is needed, use the blank space on the back side)

Please refund the amount on:

IBAN

Bank: _____ Branch: _____

Account number: _____

BIC/SWIFT**: _____

VAT ID: _____ (only for legal entities)

Signature: _____ Received: _____
(stamp and signature)

Place and date: _____

NOTES:

Please fill in the form legibly using capital letters. **Incomplete or illegible requests will not be processed.**

Attach original tickets to the request. For unused tickets (without confirmation of cancellation), attach appropriate documentation (e.g. medical certificate, ticket for alternative transport, border control note of denied entry to a foreign country, etc.). Unused tickets that have expired must be confirmed as unused within their validity period. The request will be processed in accordance with the Railway Transport Contract Act (Official Gazette of RS, No. 61/00) and applicable tariffs and regulations for domestic or international passenger transport.

* **Optional – For faster and easier communication.**
** **Optional – Fill in only if the applicant has a foreign bank account.**

Your personal data will be used exclusively for the purpose of processing this request.

Space for additional comments by the applicant:

_____

_____

_____

_____

NOTICE TO INDIVIDUALS REGARDING PERSONAL DATA PROCESSING[1]

- **Data Controller:** SŽ-Potniški promet, d.o.o., Kolodvorska 11, Ljubljana 080 19 10, pritozbe.pohvale@slo-zeleznice.si.

- **Contact for Data Protection Officer:** Slovenske železnice, d.o.o., Kolodvorska 11, 1506 Ljubljana, subject: "For the Data Protection Officer", email: dpo@slo-zeleznice.si.

- **Purpose of data processing:** To process the fare refund request under the transport contract.

- **Legal basis for data processing:** Article 6(b) of the GDPR[2].

- **Data retention period:** Permanent.

- **Data recipients:** Slovenske železnice, d.o.o. (if the refund request is justified, the Finance and Accounting Department will process the data for payment or refund purposes).

- **Transfers to third countries or international organizations:** None.

- **Providing the requested personal data is a contractual obligation. If the required data is not provided, the refund cannot be processed.**

- **The data is not subject to automated decision-making.**

The company ensures the exercise of rights under Articles 12–23 of the GDPR and other applicable data protection laws.

Individuals may exercise their rights (access, correction, deletion, restriction, objection, data portability) by submitting a request to: Slovenske železnice, d.o.o., Kolodvorska 11, 1506 Ljubljana Subject: "For the Data Protection Officer" or via email: dpo@slo-zeleznice.si.

The company will respond within one month of receiving a complete request. This period may be extended by up to two additional months if necessary. If the company does not respond or if the individual believes their data is being processed unlawfully, they may file a complaint with the Information Commissioner of the Republic of Slovenia.

More information on data protection is available in the Privacy Policy published on the company's website: www.slo-zeleznice.si

[1] This notice is issued in accordance with Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation – GDPR).

[2] The processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.