

Gentile Passeggero:

In nome della compagnia Air europa la preghiamo di accettare le nostre scuse per le irregolarità occorse al suo bagaglio e la ringraziamo di servirsi di questo documento per formalizzare il reclamo.

Le ricordiamo che affinché il reclamo possa essere gestito, lo stesso deve essere effettuato dal passeggero che risulta nella pratica di reclamo (PIR) consegnata in aeroporto e che dovrà allegare tutti i documenti richiesti per ciascun caso osservando i termini e le condizioni stabilite.

Affinché questo reclamo possa essere accettato, il passeggero interessato dovrà contattare la Compagnia entro sette giorni dall'apertura della pratica (PIR) in aeroporto.

**Documenti richiesti da inviare per posta in tutti i casi:**

- Reclamo scritto dettagliato, firmato dal passeggero, specificando il motivo e l'importo reclamato.
- Fotocopia della Carta d'Identità o Permesso di soggiorno (passeggeri spagnoli e comunitari)
- Fotocopia del passaporto (altri passeggeri)

**Documenti aggiuntivi richiesti solo in caso di deterioramento del bagaglio:**

- Fattura/scontrino del nuovo acquisto o della riparazione del bagaglio danneggiato
- Se si tratta dell'acquisto di una valigia nuova: certificato emesso da un negozio che venda bagagli, che specifichi il valore del bagaglio danneggiato e che indichi che la valigia non può essere riparata.
- Fattura della vecchia valigia.

**Documenti richiesti solo in caso di danno del contenuto o sottrazione del contenuto:**

- Fatture/scontrini del contenuto.
- Lista con valutazione del contenuto.
- Denuncia presso un organo di polizia (solo in caso di sottrazione del contenuto).

**Documenti aggiuntivi richiesti solo nel caso di bagaglio speciale (ausili per la mobilità, carrozzella o sedile per neonati, strumenti musicali, materiale sportivo, ecc):**

- Fattura/scontrino del nuovo acquisto o della riparazione del bagaglio danneggiato.
- Se si tratta di acquisto di un bagaglio nuovo, certificato emesso da un negozio che venda bagagli, che specifichi il valore del bagaglio danneggiato e che indichi che il bagaglio non può essere riparato.
- Fattura/scontrino del vecchio bagaglio danneggiato.

**Indirizzo e-mail:**

**[cat.equipajes@cs.aireuropa.com](mailto:cat.equipajes@cs.aireuropa.com)**

Cordiali saluti,  
Air Europa Servizio Bagagli





D06@01

TIPO DI DOCUMENTO: Fotocopia del passaporto o Carta d'Identità.

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



D08@01

TIPO DI DOCUMENTO: Fattura dell'acquisto del nuovo bagaglio o fattura di riparazione del bagaglio danneggiato (solo in caso di danneggiamento del bagaglio).

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



D09@01

TIPO DI DOCUMENTO: Fatture del contenuto danneggiato (solo in caso di contenuto danneggiato).



**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



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TIPO DI DOCUMENTO: Fattura dell'acquisto della valigia originale o certificato emesso da un negozio che venda bagagli, che specifichi il valore del bagaglio danneggiato e che indichi che la valigia non può essere riparata (solo in caso di danneggiamento del bagaglio).

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).



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TIPO DI DOCUMENTO: Denuncia presso un organo di polizia (solo in caso di sottrazione del contenuto).

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TIPO DI DOCUMENTO: Fattura dell'acquisto del nuovo articolo o fattura di riparazione dello stesso (solo in caso di danni a bagagli considerati speciali quali: ausili per la mobilità, strumenti musicali, passeggini, attrezzature sportive).



**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).





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TIPO DI DOCUMENTO: Fattura dell'acquisto del articolo originale o certificato emesso da un negozio che venda bagagli, che specifichi il valore del bagaglio danneggiato e che indichi che il bagaglio non può essere riparato (solo in caso di danni a bagagli considerati speciali quali: ausili per la mobilità, strumenti musicali, passeggini, attrezzature sportive).

**PRIVACY.** In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: [delegadopd@aireuropa.com](mailto:delegadopd@aireuropa.com). In any situation, you have the right to file a complaint with the Spanish Data Protection Authority ([www.agpd.es](http://www.agpd.es)).