

PRIZE COMPETITION RULES

“Your opinion wins”

PROMOTER

Trenord S.r.l. with registered office at Piazzale Cadorna 14, 20123 Milano, TIN and VAT No.: 06705490966 (hereinafter “Trenord” or the “Promoter”).

DELEGATED PARTIES

Different S.r.l. Via Tortona, 37 - 20144 Milano

Argo Studio S.r.l. Via Enrico Tazzoli, 5 – 20154 Milano

NAME OF THE COMPETITION

“Your opinion wins” (hereinafter the “Competition” or the “Initiative”).

TERRITORY

The whole Italian territory

TERM

From 2 February 2026 to 31 December 2026 (hereinafter, “period of validity”).

TYPE OF EVENT

Prize competition with monthly draw.

AIM OF THE COMPETITION

The aim of the Competition is to support the campaign to evaluate the ticketing service of Trenord. The evaluation of the experience of Trenord customers with buying tickets will be rewarded by participation in the competition.

ADDRESSEES

All natural persons, end users (hereinafter the “Addressees” and individually the “Addressee”) who at the moment of participation in this Initiative are adults and present in Italy may take part in the Competition.

LIST OF PRIZES:

quantity description value without VAT		
05	Earphones Samsung	€ 675.00
03	Galaxy Watch Samsung	€ 900.00
05	Galaxy Tab Samsung	€ 710.00

10	Coffee machines	€ 1.100.00
10	Backpack Delsey	€ 650.00
33	Total	€ 4.035.00

VALUE OF PRIZES: 33 (thirty-three) prizes worth € 4.035.00 (four thousand thirty-five/00).

If the prizes are not available the company reserves the right to replace them with others of the same or greater value.

PARTICIPATION

The Competition runs monthly prize draws in the manner indicated below.

From 2 February 2026 to 31 December 2026, the users will be able to take part in the survey by scanning the QR CODE found in the publicity materials dedicated to the initiative at or inside the Trenord ticket offices concerned:

- Cremona
- Como Lago
- Como San Giovanni
- Milano Centrale
- Milano Cadorna
- Saronno
- Lecco
- Monza
- Varese Ferrovie dello Stato
- Varese Ferrovie Nord
- Busto Arsizio Nord
- Busto Arsizio
- Bergamo
- Gallarate
- Lambrate
- Legnano
- Lodi
- Milano Porta Garibaldi
- Malpensa T1
- Malpensa T2
- Milano Bovisa Politecnico
- Rho
- Sesto San Giovanni
- Seregno
- Sondrio
- Treviglio
- Pavia
- Brescia
- Cesano Maderno
- Codogno
- Mantova
- Bollate Centro
- Lomazzo
- Colico

- Desenzano Del Garda-Sirmione
- Voghera
- Milano Domodossola
- Morbegno
- Milano Porta Genova
- Magenta
- Desio
- Carnate Usmate
- Vigevano
- Seveso
- Casalpusterlengo
- Mariano Comense
- Cernusco-Merate
- Mortara
- Luino

Please note that the survey acquisition method may be integrated over the course of the year, including acquisition via web links and QR codes on receipts (based on the innovation in sales systems that will be implemented during 2026).

The user must register, leaving his or her email address and mobile number, peruse the notice on the processing of personal data pursuant to the General Data Protection Regulation No 679/2016 and share his or her opinion on Trenord's ticketing service.

After taking part in the survey, the user can take part in the monthly draw. Notifications of wins will be sent to the email address provided during registration or by phone call if provided.

ASSIGNING PRIZES AND NOTIFICATION OF WINS

The prize draw shall take place by the fifteenth day of the month following the participation. The winner shall be notified within 3 working days of the draw by an email sent to the address provided during registration or by phone call if provided.

The drawing will be conducted in the presence of a Chamber of Commerce official responsible for protecting public trust and consumers. The drawing will use a database containing the names of all participants who registered in the previous month. This database uses certified software that ensures the random selection of the winner, as well as five reserve winners to be selected in chronological order. The software cannot be tampered with. The monthly prize will be awarded in ascending order.

The winner may collect the prize at the Trenord ticket office where they participated in the initiative. If the winner is unable to collect the prize because they live outside of Lombardy or abroad, the prize will be shipped directly to the customer's residence/domicile address.

It is the Addressee's responsibility to make sure that the data provided are correct and active: otherwise, the prize cannot be awarded.

The Addressee may not challenge the assigned prize or request the equivalent amount in money or ask for an exchange/replacement for any reason. Nevertheless, if the Promoter is unable to deliver the prize for reasons of *force majeure* the Promoter reserves the right to replace the announced prizes with prizes of equal or greater quality of the same brand and/or of a different brand. The prizes shall be delivered within 180 (one hundred and eighty) days after the Competition ends.

VALUE OF PRIZES AND GUARANTEE

The value of the prizes of the Competition is **€ 4.035.00 (four thousand thirty-five/00)**.

In order to guarantee the prizes to be won, a performance bond has been filed with the Ministry of Enterprises and Made in Italy amounting to 100% (hundred percent) of the envisaged value of the prizes.

INFORMATION AND COMMUNICATION

This Regulation can be consulted on the dedicated web page, via the link to the QR CODE shown on the communication materials

The Competition will be advertised at the above-mentioned Trenord ticket offices involved in the initiative.

Trenord reserves the right to amend certain characteristics of the Competition but not to introduce disadvantageous amendments, and shall safeguard rights already acquired by the participants.

Any amendment and/or variation shall be promptly communicated by supplements to these Regulations and through the relative communication by the same means and methods used for advertising these Regulations.

CLAIM WAIVER

The Promoter declares that he waives any claim to the tax at source pursuant to article 30 of Presidential Decree 600 of 29.09.73 in favour of the winners.

NON-PROFIT ORGANISATION

Any prizes that are not assigned to and/or claimed by the winners shall be donated to **Associazione Cometa Onlus** - registered office: via Madruzzo, 36 – 22100 Como Tax code 95063390132.

PROCESSING OF PERSONAL DATA

Trenord S.r.l., as the Data Controller, declares that the personal data are processed to perform the tasks linked to participation in the prize competition.

The personal data can be processed with the help of electronic or any automated instruments subject to the limits and conditions set by the GDPR.

The Data Controller will process the personal data relating to the first name, surname, email address, mobile number, and domicile for the dispatch of the prizes. This data will be kept for 5 years.

In order to achieve the above aims, the conferred personal data shall be processed only by parties expressly authorised by Trenord S.r.l. acting as Data Processors and will never be disclosed.

Pursuant to articles 15-20 of the GDPR, the Addressee may exercise specific rights, including the right to obtain access to personal data in an intelligible form, rectify, update or erase such personal data. The Addressee shall furthermore be entitled to obtain from Trenord limitations to processing, and may furthermore object on legitimate grounds to the processing of the data. If the user considers that the processing of the data concerning the user infringes the GDPR, the user shall be entitled to lodge a complaint with a supervisory authority in compliance with article 77 of the GDPR.

The complete notice is available on the web page of the survey in the specific section.

Data subjects peruse the notice on the protection of the personal data and give or withhold consent for the stated purposes.

The data controller pursuant to article 4.1.7 of the GDPR is Trenord S.r.l., with registered office at 20123 Milano,

Piazzale Cadorna 14.

The Data Protection Officer (also "DPO") is attorney-at-law Yari Mori. In order to exercise the rights pursuant to the GDPR specified in point 6 of this notice, contact the DPO. Any request for information regarding the identity of the Data Processors acting on behalf of the Data Controller must also be made to the DPO.

The DPO can be contacted by letter sent to the registered office of Trenord indicated above or by email sent to the following email address: privacy@trenord.it.

The complete list of Data Processors and the categories of data processors are available on request.

FINAL PROVISIONS

Participation in this Competition is completely free of charge and entails the Addressees' accepting unconditionally and totally the rules and clauses contained in these Regulations without any limitation.

The Promoter accepts no liability for technical problems of any type that may prevent a participant from accessing the internet (merely by way of example: malfunction or difficulty relating to technical instruments, the computer, the telephone line, the cables, the electronics, software and hardware, the transmission and connection, the internet connection). The Promoter also accepts no liability for problems caused by the configuration of the User's computer/device that could impact the Addressee's performance during the participation phase.

The Promoter accepts no liability for non-transfer and/or delivery of the prize and/or of possible communications sent to the Addressees due to the Addressees' providing incorrect and/or out of date data, to non-existent/incorrect email addresses or email addresses that are unavailable or blacklisted, to full or disabled email mailboxes, to unreachable servers, to antis spam filters or to non-existent, incorrect and/or non-updated addresses.

The Promoter reserves the right to conduct any checks off entitlement to participate in the Competition. If the winners are found to have used fraudulent means and instruments or to have infringed the Competition rules they shall forfeit their prize entitlement. In this case, the Promoter reserves the right to proceed, within the terms deemed to be most opportune and in compliance with current legislation, to restrict and prevent any initiative intended to bypass the designed system and mechanics of the Competition.

The Competition will be completely laid out on the dedicated web page, the connection cost shall therefore be defined on the basis of the personal scale of charges for the individual user without any additional fee or charge. The Promoter does not obtain any financial benefit from the link to the aforesaid Internet website.