



## INFORMATION SHEET/SUMMARY DOCUMENT

concerning to the collection service and transfer of the amounts due for the purchase of tickets of the  
Museums related public to the General Museums Directorate  
(No.1 of the 01/01/2026)

**Drawn up pursuant to the provisions of the Bank of Italy regarding the transparency of operations and services banking and financial - correctness of the relationships between intermediaries and customers of the 07/29/2009 and subsequent changes**

### PART 1 – INFORMATION ON THE INTERMEDIARY

Name and legal form	Mooney S.p.A. Company subject to the management and coordination of Mooney Group S.P.A. Registered in no. 6 of the Register of Electronic Money Institutes referred to in art. 114-quater of Legislative Decree 385/1993 with mechanographic code no. 32532 Registered in the EEA Register in compliance with art. 4 letter g of the Legislative Decree 49/2014 with registration number IT22040000013807
Share Capital	Euro 87.833.331,00 I.v.
REA of Milan	2572927
Tax Code and VAT number and registration number in the Register of Business of Milan, Monza-Brianza, Lodi - Ordinary section	06529501006
Registered Office	Via Privata N. Bonnet 6/A 20154 – Milano
Correspondence address	Via Privata N. Bonnet 6/A 20154 – Milano
Certified e-mail address	<a href="mailto:mooney@pec.mooney.it">mooney@pec.mooney.it</a>
Billing data	VAT number of the Mooney VAT Group: 12564030968
Recipient code for electronic invoicing:	A4707H7

For further information or reports can be consulted on the site [www.mooney.it](http://www.mooney.it) or call the number 800.005.005.

### PART 2 – TYPICAL CHARACTERISTICS AND RISKS OF THE COLLECTION AND TRANSFER SERVICE

#### DEFINITION AND FUNCTION ECONOMIC ANALYSIS

Mooney S.p.A. (hereinafter "Mooney") is a company that carries out collection activities and/or transfer of funds (hereinafter "Service") in favor of Beneficiary Creditor Entities, Members of the PagoPA circuit, for the purchase of museum entrance tickets (hereinafter "tickets") issued by Public Museums, under the Ministry of Culture and

managed by the General Directorate of Museums.

The purchase of tickets can be made autonomously from the Customer with payment cards:

- at the manned cash registers of the museum facilities
- independently through the Totems, located at the museums, where present.

The Service provided by Mooney is a collection of money (hereinafter "funds"), without the opening of payment accounts in the name of the Customer Payer or the Beneficiary, consisting of the receipt of the funds by Mooney with the sole purpose of transferring an amount corresponding to the Beneficiary or to another lender of payment services acting on behalf of the Beneficiary.

The Beneficiary of each transaction is indicated in the payment title and/or in the payment receipt.

The execution of the Service is carried out without the payment by the Customer of a commission for each operation carried out, as specified in the "Economic conditions" referred to in the Part 3.

### **MAIN RISKS (GENERIC AND SPECIFIC) OF THE SERVICE**

The main risks related to the Service are as follows:

- a) unless otherwise provided in this Information Sheet, the operations are not revocable;
- b) in case of breakdown of the systems, absence of line or connectivity can be prejudiced to the result of the pay operation and the delivery of the relative receipt;
- c) loss or theft of the receipt confirming execution of the Service: in as such eventuality you are at the risk that the Customer cannot prove the payment;
- d) deterioration of the receipt: in case of inadequate preservation, there is a risk that the receipt over time may become illegible and, therefore, it is recommended to keep it far from light and sources of heat and avoid direct contact with plastic materials (e.g. envelopes in PVC);
- e) in case of loss, theft or misappropriation of the Card, fraudulent operations may be carried out by third parties in possession of the payment instrument.

## **Part 3 - CONTRACTUAL CONDITIONS APPLICABLE TO THE SERVICE**

### **Art. 1 – Subject of the contract**

The provided Service is a money collection service, without the opening of payment accounts in the name of the Customer or the Beneficiary, consisting of the receipt of the funds by Mooney for the sole purpose of transferring an amount corresponding to the Beneficiary or to another lender of payment services acting on behalf of the Beneficiary. The object of the collection is the price paid by the Customer for the purchase of tickets museums, by payment cashless, at the manned cash registers of the museum facilities or through the Totems located at the entrance of the Museum, where present.

### **Art. 2 – Destination of funds**

The transferred funds do not constitute a deposit and are not interest-bearing, but are bound to the use provided for by the existing relations between the Customers and the Beneficiaries.

### **Art. 3.1 – Purchase to tickets at the manned cash desks of the museum facilities by payment via POS**

The Customer goes to the cash register manned of the Museum and communicates to the counter operator the number of tickets to be purchased.

Subsequently, after confirmation by the Customer, the operation is completed and can no longer be canceled and the funds paid cannot be returned.

At the end of the operation the counter clerk delivery to the Customer the payment receipt containing the transaction data and the ticket.

The operation will be considered concluded from the moment in which will come the payment receipt and the ticket; if after the confirmation, the receipt should not be issued, the customer will have to address himself to Mooney's Customer Service by calling the number 800.005.005 or writing an e-mail at the address [servizioclienti@mooney.it](mailto:servizioclienti@mooney.it).

**Art. 3.2 – Purchase tickets at physical Totem through payment cards**

The Customer must go to a Totem located at the entrance of the Museum and select the number of tickets to buy. The Customer must confirm on the Totem the consent to the operation and make the payment through payment cards.

Subsequently, the operation is perfected and can no longer be canceled, and the funds paid cannot be returned.

At the end of the operation, they come released to the Customer the payment receipt to containing the transaction data and the ticket, both printed by Totem.

The operation will be considered concluded from the moment the Totem will issue the payment receipt and the ticket; if, after confirmation of the operation by the Customer, the Totem should not issue the receipt, the Customer same you will have to contact the Customer Service of Mooney by calling the number 800.005.005 or by writing an e-mail to [servizioclienti@mooney.it](mailto:servizioclienti@mooney.it).

**Art. 4 – Economic Conditions, Operating Limits, Mode and Maximum payment execution time**

The services provided by Mooney are reported in the following table with the evidence of the description of the service, of the fees applied, where expected, operational limits, execution times and payment methods.

Mooney will not withhold further expenses or fees on the single transaction net of those shown in the following tables.

SERVICE	SERVICE DESCRIPTION	APPLICABLE EXPENSES	OPERATING LIMITS	EXECUTION TIMES	PAYMENT METHOD
<b>Museum Tickets</b> (Receipt)	Access ticket payment to Public Museums belonging to the Directorate General Museums	€ 0,00	Not existing, except for the operating limit of the payment card used for the single operation	Immediately solutory	Credit, debit or prepaid card

**Art. 5 – Responsibility**

Mooney is responsible for the correct execution of the payment transaction except in cases where:

- a force majeure or unfortuitous event is present;
- the Customer provides incorrect or incomplete data;
- Mooney proves to the Customer that the payment has been received by the Beneficiary.

Under no circumstances Mooney will be considered responsible for claims of Customers related to the services lent to them from the Beneficiaries. So much, completed the payment transaction, any problem not inherent to the correct provision of the Service it must be submitted to the attention of the specific Beneficiary. The Customer's right to obtain the rectification remains unaffected for unauthorized or incorrectly executed payment transactions, except in cases where Mooney is not responsible for the correct execution of the payment transaction.

In addition, Mooney will be responsible in cases of operation of payment is not executed or inexactly executed under its direct responsibility or that of its own in charge. In such cases, it will proceed with the reimbursement in accordance with the provisions by legislation.

The Intermediary offers the Customer a service equipped with the highest security standards provided for operations in WEB mode. The Intermediary will not be responsible if the non-payment comes from any impossibility, objective or subjective, attributable to the Customer and related to the payment method chosen by the same, such as, by way of example and not exhaustive:

- lack of funds to make the payment;
- lack of authorization from the Circuit.

Under no circumstances Mooney may be held responsible for Customer claims related to the operation of the POS

or of the Totem. There fore, once the payment transaction is completed, any problem not related to the cor the right execution of the Service, must be submitted to the attention of the Regional Directorate of Museums to which the Museum Board is a member.

#### **Art. 6 – Continuous reports**

The provision of the Service at the Totems or the site of the Dealer is not configured as a continuous contractual relationship between the Customer and Mooney, because not involving the signing of any framework contract by the Customer.

#### **Art. 7 – Competent court**

Any disputes regarding the execution of the Service by Mooney that and should arise will be devolved to the exclusive jurisdiction of the Court of Milan, subject to the mandatory territorial jurisdiction of the judge of the place of residence or domicile or the consumer, if located in the territory of the Italian State.

#### **Art. 8 – Transparency**

The Customer has the right to view the economic conditions and to revoke the order of payment before the confirmation of the operation.

### **PART 4 - COMPLAINTS, APPEALS AND CONCILIATION**

For any disputes regarding the relationships had with Mooney, the Customer can submit a complaint in one of the following ways:

- sending a PEC to the address: [reclami@pec.mooney.it](mailto:reclami@pec.mooney.it);
- sending an e-mail to the address: [reclami@mooney.it](mailto:reclami@mooney.it);
- sending a letter by ordinary mail to the following address: Via Privata Nino Bonnet, 6/A– 20154, Milano, recipient: Mooney S.p.A., Complaints Office;
- by filling out the appropriate form on the Issuer's website at the following address: <https://www.mooney.it/form-reclami/oggetto-reclamo>.

The complaint will be given feedback within 15 (fifteen) working days from its receipt, unless for exceptional reasons it is not possible to meet this deadline, the Data Controller will be provided with an interim response giving reasons for the delay. In any case, the Owner must still be provided with a response with in 35 (thirty-five) working days of receipt of the complaint.

If the Customer is not satisfied or - in cases of proven exceptionality - has not received a response, before going to the Competent Judicial Body, he can alternatively:

- a) contact the Financial Banking Arbitrator (ABF). To know how to contact this body and the scope of its competence, the Customer can consult the website [www.arbitrobancariofinanziario.it](http://www.arbitrobancariofinanziario.it), or contact the branches of Banca of Italy or consult the appropriate guide available to the public at the Mooney Payment Points and/or on the website at the "Complaints and Banking and Financial Arbitrator" Section of the website available at the following address: <https://www.mooney.it>. The ABF's decision is without prejudice to the Customer's ability to resort to ordinary legal proceedings;
- b) taking into account the obligation to initiate a prior mediation procedure pursuant to and for the purposes referred to in art. 5, c. 1 bis of D.Lgs 4 March 2010 n. 28, address a request for mediation to the Banking Conciliation Body, constituted by the Financial Banking Conciliator-Association for the resolution of banking, financial and corporate disputes-ADR, registered in the register of the Ministry of Justice pursuant to Legislative Decree 4 March 2010, n.28 or contact one of the other mediation bodies, specialized in banking and financial matters, registered in the appropriate register kept by the Ministry of Justice. The Regulation of the Financial Banking Conciliator can be consulted on the website [www.conciliatorebancario.it](http://www.conciliatorebancario.it) or asked to Mooney;
- c) Submit a complaint to the Bank of Italy, via Nazionale 91, 00184 Roma - Tel: +39 06 47921 - PEC: [bancaditalia@pec.Bancaditalia.it](mailto:bancaditalia@pec.Bancaditalia.it) - Email: [email@bancaditalia.it](mailto:email@bancaditalia.it) – <https://servizionline.bancaditalia.it/home>.

In any case, the Customer's right to make use of any means of judicial protection provided for by law is without prejudice.

It is understood that any complaint arising from the services provided to the Customer by the Beneficiary must be submitted to the latter.

#### **Part 5 - INFORMATION ON THE PROCESSING OF PERSONAL DATA**

The execution of the Fund Collection Service involves the processing of the Customer's personal data (the Data Subject) by Mooney S.p.A. as an independent Data Controller. Pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 (GDPR), personal data are acquired directly by the Data Subject or from third parties, and are processed by the Data Controller for (1) the provision of the Service: the processing of personal data is necessary for the execution of the Contract. In case they should be processed special categories of personal data, in order to allow the correct provision of the Service to Customers and in particular the execution of payment transactions (as indicated above), the legal basis is the explicit consent of the Customer or Ordering Party provided through conclusive behavior; (2) comply with legal obligations, among which, the requirements of Italian Legislative Decree 21 November 2007, No. 231, implementing Directive 2005/60/EC on the prevention of the use of the financial system for the purpose of money laundering and terrorist financing (for short "Anti-money laundering") as well as Directive 2006/70/EC laying down implementing measures, and orders/provisions of Public Authorities with supervisory powers. In particular, Mooney, as a payment service provider (PSP), and its affiliated entities, pursuant to Art. 17 et seq. (Obligations of adequate customer verification) and pursuant to Art. 44 (Obligations of the affiliated persons and agents) of Italian Legislative Decree 21 November 2007 n. 231, are required to acquire personal and identification data, as well as data relating to criminal convictions and offences and documents proving the identity of the data subject, as "Ordering Party" of the transaction, in the context of a payment transaction (e.g. when the Data Subject activates a Mooney Card; when an occasional payment is made; when the identity document provided by the Customer expires and needs to be updated; when the copy of the document is illegible or has problems). In addition, if doubts or inconsistencies arise about the data provided, Mooney is required to carry out further checks to ensure that the information is correct and reliable; (3) ascertain, exercise or defend the rights of the Data Controller in and out of court: protection of company assets (e.g. website, app), recovery of assets and credits, management of disputes in and out of court; (4) carry out checks or implement measures to intercept and prevent fraud on means of payment; (5) carry out customer satisfaction activities; (6) process the Beneficiary's Data in order to execute a payment transaction provided by the ordering party. The processing of personal data referred to in points 3), 4), 5) and 6) is necessary for the pursuit of the legitimate interest of the Data Controller. The provision of data is necessary to execute the Contract and provide the Service and to fulfil Mooney's legal obligations as indicated above. Any refusal by the Data Subject to provide the necessary information makes the provision of the Service impossible.

The personal data processed for the fulfillment of the aforementioned purposes belong to different categories (e.g. identification and contact data, financial data, transaction data, photographs depicting the Customer; vehicle license plate (for vehicle tax payments), data relating to criminal convictions and offences in the context of the anti-money laundering and anti-terrorism checks referred to in Purpose 2, etc.). Special categories of personal data (such as data revealing political opinions, religious or philosophical beliefs or trade union membership, data concerning health) may be processed following the execution of a payment transaction. Such data could be deduced from information voluntarily provided by the person ordering the payment transaction (Customer or Ordering Party): in particular, from the payment description or type of Beneficiary. The processing activity is carried out using manual, computerised and telematic tools, with logic strictly related to the purposes outlined above and, in any case, in compliance with the precautions, the guarantees and necessary measures to ensure the confidentiality, integrity and availability of data, as well as to avoid material or immaterial damage.

Personal data will be transferred to non-EU countries on the basis of: international agreements or adequacy decisions by the Commission (pursuant to Art. 45 of the GDPR), binding corporate rules or "BCR" (pursuant to Art. 47 of the GDPR), of the standards Contractual Clauses pursuant to art.46.2(c) of the GDPR or, in any case, appropriate safeguards that guarantee an adequate level of protection for the Data communicated or transferred. In any case, the personal data processed will not be disclosed.

The data are stored by Data Controller are in a form that allows the identification of the Data Subject for a period of time not exceeding that necessary to achieve the purposes for which they were collected and processed. The applicable laws governing the activities and sectors in which the Data Controller operates (e.g. anti-money

laundrying legislation and legislation governing the keeping of accounting records) are also taken into account when determining the storage period. The specific retention terms are indicated in Mooney's privacy notice pursuant to Articles 13 and 14 of GDPR, which is available on the website [www.mooney.it](http://www.mooney.it).

Once the established terms have expired, the data are deleted or transformed into anonymous form.

Mooney employs a Data Protection Officer, also known as "DPO", who can be contacted at the following e-mail address: [dpo@mooney.it](mailto:dpo@mooney.it).

The Data Subject is entitled to the rights referred to in Articles 15 et seq. of Regulation (EU) 2016/679 and the right to lodge a complaint with the Data Protection Authority (by post to the address Piazza Venezia n. 11 - 00187 Roma, by email to [protocollo@gdpd.it](mailto:protocollo@gdpd.it) or by certified email to [protocollo@pec.gdpd.it](mailto:protocollo@pec.gdpd.it)) as provided for by Art. 77 of the GDPR, as well as to take appropriate legal action pursuant to Articles 78 and 79 of the GDPR.

Mooney's extended privacy notice pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 is available on the website [www.mooney.it](http://www.mooney.it)

## Part 6 - Glossary

Beneficiary or Creditor Entity or Entity	Recipient of the funds subject to the payment transaction carried out by the Customer.
Payment Card or Card	Circuits-enabled card that allows the cardholder to pay the fee due for the purchase of the Ticket at the Totem or on an online channel with immediate charge (debit/prepaid card) or with deferred charge (credit card).
Card Circuits or Circuits	The Visa, Mastercard, Maestro Circuits, PagoBancomat, American Express and the additional Card Circuits made available from time to time by Mooney.
Customer or final Customer	Person who makes the payment or the payer.
Fee	Additional amount, compared to what is due by the Supporting Document, paid by the Customer for the execution of the Service.
Dealer	Company winner of a contract for the management of the provision of Ticketing services.
Intermediary	Mooney S.p.A.
Payment Operation	Transfer of funds by the Customer for the execution of the requested Service.
PagoPA	Public system that coordinates, through a platform, the payments arranged in favor of the Public Administration or in favor of the accredited Creditor Entities.
Site	Institutional website of the intermediary Mooney S.p.a. ( <a href="http://www.mooney.it">www.mooney.it</a> ).
Cardholder	Subject entitled to use the Card.
Totem	Technological device located at museums and in ownership of Progetti e Soluzioni (PES) that allows the customer to carry out operations independently.
Transaction	Transfer of funds in cash or by Payment Card by the Customer for the execution of the requested Service.