



Compensation Request Form

Dear Customer,

We regret the inconvenience caused to you by the delay or cancellation of a train and apologize for this.

If you arrive at the destination station of your journey with a delay of 60 minutes or more, you are entitled to a compensation equivalent to 25% of the fare paid and if you arrive with a delay of 120 minutes or more, the compensation amount will be 50 % of the fare paid.

Please note: Compensation amounts below 4 euros are not paid out.

Fill this form within a period of three months after the end of the journey and add your original tickets (tickets, reservations, etc.) as well as any other useful document (confirmation, bill, certificate, etc.).

Stamp the attached pre-printed envelope and send it per post or hand it in at one of our ticket offices.

If the ticket(s) were issued by a CFL point of sale, CFL customer service will treat your compensation request.

If the ticket(s) were not issued by a CFL point of sale, CFL will transmit the present compensation request form to the issuing undertaking of your tickets.

You can as well submit directly a compensation request to the issuing undertaking by means of a form provided by this undertaking.

For further questions or informations on Passenger Rights please consult our website www.cfl.lu/en/prr, or contact our ticket offices at Belval-Université, Bettembourg, Esch-sur-Alzette, Ettelbruck, Luxembourg, Mersch, Rodange, Pétange, Troisvierges and Wasserbillig or by E-Mail to prr.av@cfl.lu

Please fill this form legibly in **large print letters** with a ballpoint pen in blue or black color.
Only duly completed and signed requests will be accepted.

1. Journey details		on (DD/MM/YYYY)*	_____ . _____ . _____
Departure station*	_____	Departure according to timetable*	_____ : _____ hrs.
Destination station*	_____	Arrival according to timetable*	_____ : _____ hrs.
I arrived on* (DD/MM/YYYY)	_____ . _____ . _____	with train (ICE/IC/RE/RB/etc.)*	_____ Train no.* _____ Effective arrival* _____ : _____ hrs.
First delayed/cancelled train*	(ICE/IC/RE/RB/etc.)* _____	Train no.* _____	Departure according to timetable* _____ : _____ hrs.
Please tick the relevant box and enter the station name			
<input type="checkbox"/>	I missed my connection at	_____	
<input type="checkbox"/>	My last change of trains was at	_____	
<input type="checkbox"/>	I did not start my journey because of the delay or I cancelled it at following station and travelled back	_____	
<input type="checkbox"/>	Due to the delay, I interrupted my journey at following station and had to continue with other means of transport/train, for which additional costs incurred	_____	
* Required data			

2. Your personal details

Mrs./Ms.*

Mr.*

Company

Last name*

First name*

Street, Nr.*

Post Code, Town/City*

Country*

Telephone no.

E-mail*

3. Bank details

Bank institution*

IBAN*

BIC *

Delay Attestation

Only to be completed by railway staff, if applicable

Delay

Train _____ on (Date) ____ . ____ . ____ in _____

Delay of _____ minutes or

cancelled

Departure station _____ Destination station _____ of the traveler

Expected delay

Delay of _____ minutes or more

Train no. _____

Signature of railway staff

Stamp issuing office

Address



Service Activité Voyageurs Trains

(AV1/Td)

B.P. 1803

L-1018 Luxembourg

Office of acceptance

* Required data

INFORMATION NOTICE ON PERSONAL DATA PROTECTION – REFUND FORM

This information notice provides you with the necessary information and explains to you how we collect, use, share, store and protect your personal information. It also informs you of your rights and how to exercise them.

1. Who is the controller?

1.1. For transport tickets issued by the CFL:

The Société Nationale des Chemins de Fer Luxembourgeois (Luxembourg National Rail Company, CFL), 9 place de la gare – L-1616 Luxembourg, is the Controller of your personal data processed by us, and we are responsible for the way in which we collect, use, share, store and protect your personal data for the purposes of the present form.

1.2. For transport tickets not issued by the CFL, your personal data collected by means of the present form are transmitted by the CFL (processor) to the company issuing transport tickets, which will process your request.

The company issuing transport tickets is the controller.¹

2. Which categories of personal data are processed and for what purposes?

In order to guarantee you a secure, high-quality service, the categories of personal data processed by the present form are the following:

- Identification data (surname, first name, address(es), telephone number(s), ...)
- Electronic identification data (e-mail address...),
- Financial data (bank account numbers) relating to your service purchase.

In all cases, the CFL undertake to ensure that your data are collected for specific purposes and that they are processed in a manner that is adequate, relevant and limited solely to what is necessary in relation to the purpose pursued.

The purposes pursued are the following:

The management of incidents and claims, including compensation of the customer passenger under the PRR – Regulation (EC) No 1371/2007 of 23 October 2007 on rail passengers' rights and obligations – General conditions of transport for the transport of passengers by rail (GCC-CIV/PRR)

3. How do we collect, process and use your data?

Your data are collected and processed for the purpose described above

- in accordance with the current regulations on the protection of personal data, including the GDPR (European Regulation (EU) 2016/679 of 27 April 2016), the related Guidelines and the national laws implementing the GDPR, where appropriate,
- legally justified
 - by the fact that the processing of your personal data is necessary for the performance of a contract to which you are a party,
 - on the basis of your consent,
 - by the fact that the processing is necessary for compliance with a legal obligation to which we are subject as controller.

4. Who has access to your data?

We ensure that your personal data are processed with due regard for the purpose indicated above.

These data are shared with some of our in-house departments, subject to strict observance of the tasks assigned to these departments.

5. Where are your data processed? Are your data transferred?

If your request relates to transport tickets of an issuing company other than the CFL, the CFL transmit your personal data to the company issuing the transport tickets, using appropriate technical and organisational measures to protect the security of your personal data.

6. How long do we store your data?

We store your personal data for 10 years so that we can fulfil our obligations arising from limitation periods and/or any other legal provisions.

7. What are your rights in relation to your personal data?

Under the conditions provided for in the regulations, you have the right:

- **of access** to the personal data we hold concerning you,
- **of rectification** of the data if they are inaccurate or incomplete,
- **of erasure** in certain cases, such as, for example, whenever your data are no longer necessary for the purpose pursued with a view to their collection and/or processing, which we have not yet done by virtue of the expiry of obligations arising from legal and regulatory requirements applicable to the data storage period,
- **to request the restriction** of processing of your personal data, such as for example the restriction of processing of data of which you contest the accuracy, for the period enabling us to verify your request,
- **to request the portability** of your personal data in order to transmit your personal data to you in a structured, commonly used, readable format or to have them transferred to another controller,
- **to withdraw your consent at any time** to the processing of your personal data without this affecting the lawfulness of processing based on the consent given prior to withdrawal and unless the processing has a legal basis other than your consent,
- **to object to the processing of your data based** solely on the pursuit of our legitimate interests or to prohibit us from processing them, including for direct marketing,
- **to lodge a complaint** with the competent data protection authority of your country and/or the Grand Duchy of Luxembourg (Commission Nationale Pour la Protection des Données – CNPD, located at 1, avenue du Rock'n'Roll, L-4361 Esch-sur-Alzette – www.cnpd.public.lu).

8. How do you contact us and exercise your rights?

You can send your questions relating to the processing of your personal data and/or exercise your rights set out above for the attention of the Data Protection Officer (DPO) of the CFL:

- on our website www.cfl.lu by clicking the link [gdpr.cfl.lu](http://www.cfl.lu/gdpr)
- or by post for the attention of the Data Protection Officer (DPO)

Société Nationale des Chemins de Fer Luxembourgeois, 9 place de la gare – L-1616 Luxembourg

I have read the information notice on the processing of my personal data and I give my consent.

¹ You will find the list of companies issuing transport tickets on our website

<http://www.cfl.lu/espaces/voyageurs/fr/Documents/DroitsVoyageurs/interlocuteurs2014.pdf>

¹ http://www.cfl.lu/espaces/voyageurs/fr/Documents/DroitsVoyageurs/GCC_CIV-PRR_edition_2017_12_10.pdf

I confirm that the information I have provided is correct and that I am the rightful owner of the ticket(s). I have noted that my original documents cannot be returned to me.

Place and date*

Signature*

* Required data