

# INFORMATION NOTE ON COOKIES

## 1. What is a cookie?

Cookies are files that are stored and saved on your devices (your computer, tablet, mobile phone, etc.) in order for us to acquire information on your browsing such as the language used.

## 2. Who is the controller?

The controller regarding the cookies in place is the Société Nationale des Chemins de Fer Luxembourgeois (the CFL), established and having its registered office in L-1616 Luxembourg, 9, place de la gare, and registered with the Trade and Companies Register of Luxembourg under number B59025.

As such, we are responsible for the way we collect, use, share, store and protect your personal data stemming from cookies.

## 3. Which are the cookies used and for what purposes are they in place?

Cookies are classified into different categories whose list is updated each time it is necessary.

- **Necessary cookies**

These cookies are necessary to the functioning of our website or for security reasons. For example, they enable us to secure certain functions of the website, or to save the selected language.

Cookies	Sources	Purposes	Storage periods
CFLTechnical	CFL	This cookie enables us to save the validation date of the necessary cookies.	1 year
CFLSessionID	CFL	This cookie enables us to save the unique identifier of the user session.	1 year
__RequestVerificationToken_XXXXXX	CFL	This is a security token for sending online forms. It is only valid once.	1 year
CMSPreferredCulture	CFL	This cookie enables us to save the user's language.	1 year

The processing of necessary cookies is based on our interest which is recognised as legitimate.

You can object to the processing of these cookies by setting your browser according to the following links:

- For Internet Explorer: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>,
- For Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>,
- For Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en>,
- For Safari: <https://support.apple.com/en-gb/HT201265>.

However, this setting may lead to a malfunction of our website or of some of its features.

- **Performance cookies**

These performance cookies aim at obtaining statistics on the use of our website such as the number of pages viewed or the number of visitors.

This information is acquired and processed strictly anonymously.

Cookies	Sources	Purposes	Storage periods
CFLAnalytics	CFL	This cookie enables us to save the date of your consent relating to performance cookies.	1 year
_ga	Google Analytics	This cookie enables us to follow the performances of the pages viewed by the users of our website (Which are the most viewed websites? How many visitors?).	2 years
_gid	Google Analytics	This cookie is used to save the unique identifier in order to generate statistical data on the way visitors use the website.	1 day
_gat	Google Analytics	This cookie is used to reduce the request rate in case of high traffic on the website.	1 minute

The processing of performance cookies is based on our interest which is recognised as legitimate. You can object to the installation of such cookies by unchecking the relevant box during your first browsing or at any time while using the website via the following link <http://bit.ly/2lKqIGK>.

- **Advertising cookies**

Advertising cookies enable us to follow each user individually in order to suggest them content or ads which are adapted to their user profiles.

The CFL do not use advertising cookies.

#### 4. Where do we process your data and where do we transfer them?

Your data are processed by the CFL, who take any appropriate technical and organisational measures to ensure the security of your personal data.

Your data are not transferred to third parties.

#### 5. What are your rights?

Under the conditions foreseen by regulation, you can

- **Object to the processing of your data** based on the sole pursuit of our legitimate interests and prohibit us from processing them, including for direct marketing,
- **Withdraw your consent at any time** provided the use of cookies is based on your consent,
- **Access** to personal data we hold on you,

- **Have the data erased**, in some cases, such as, for example, each time your data are not necessary for the intended purpose and we do not have the contractual or legal obligation to keep them,
- **Ask for the restriction** of the processing of your personal data, such as the restriction of the processing of an item whose accuracy you deny and for the time necessary to us to verify your request,
- **Ask for the portability** of your personal data in order to have your personal data transmitted to you in a structured, commonly used and readable format, or to have it transmitted to another controller,
- **File a complaint** with the authority in charge of the protection of personal data in your country and/or in the Grand Duchy of Luxembourg (Commission nationale pour la protection des données – CNPD, established in 1, avenue du Rock'n'roll, L-4361 Esch-sur-Alzette – [www.cnpd.public.lu](http://www.cnpd.public.lu)).

## 6. How to contact us and how to exercise your rights

You may address your questions relating to the processing of your personal data and/or a request regarding the exercise of your rights mentioned above to the Data Protection Officer (DPO) of the CFL:

- on our website [www.cfl.lu](http://www.cfl.lu) or by clicking on the link [gdpr.cfl.lu](http://gdpr.cfl.lu),
- or by regular mail for the attention of the Data Protection Officer (DPO), Société Nationale des Chemins de Fer Luxembourgeois (CFL), 9, place de la gare – L-1616 Luxembourg.

Any complaint relating to the processing of your personal data can be sent to the postal address above, or to the Luxembourgish supervisory authority, the Commission nationale pour la protection des données – CNPD, established in 1, avenue du Rock'n'roll, L-4361 Esch-sur-Alzette – [www.cnpd.public.lu](http://www.cnpd.public.lu).

*The last updated version of this note is the one on our website.*