



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 <http://tiny.cfl.lu/PRR-EN> , or contact our ticket offices at Belval-Université, Luxembourg 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	_____	
*mandatory fields			

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 **(The customer must add an RIB (statement of banking identity)!!!)**

Bank institution*

IBAN*

BIC *

Account holder*:

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

CFL SOCIÉTÉ NATIONALE
DES CHEMINS DE FER LUXEMBOURGEOIS

Service Activité Voyageurs Trains

(AV1/Td)

B.P. 1803

L-1018 Luxembou

Office of acceptance

*mandatory fields

Information note on personal data protection in relation to international reimbursement

This notice provides you with the necessary information regarding the way in which we collect, use, share, store and protect your personal data, as well as your rights and how to exercise them.

1. Who is the controller?

Société Nationale des Chemins de Fer Luxembourgeois (CFL), at 9 place de la gare – L-1616 Luxembourg, is the entity that manages your personal data that we process. We are responsible for the way in which we collect, use, share, store and protect your personal data in the context of this notice.

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

To guarantee that you get a secure, high-quality service, the types of personal data covered by this notice are the following:

- identification data (first name, last name, address (es) and telephone number (s)),
- electronic identification data (email address...),
- financial data (bank account numbers and bank card numbers) related to your purchases of service.

The mandatory data to be given are indicated by an asterisk in the collection forms.

The purposes for which your data are processed are:

- management of your compensation request,
- accounting.

If you refuse to provide such personal data, we may not be able to analyze your request for reimbursement.

In any case, we make sure that the data are collected for the determined purposes and that they are processed in an adequate and relevant way, and only to the extent necessary as regards the intended purpose.

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

For the aforesaid purposes, the processing of your data:

- is performed in compliance with applicable regulations regarding the protection of personal data, including the European General Data Protection Regulation (European Regulation 2016/679 of 27 April 2016), the Guidelines related thereto, and any national laws that may implement the European General Data Protection Regulation,
- is legally justified by:
 - the fact that the processing of your personal data is necessary for execution of a contract to which you are a party;
 - by the fact that the processing is necessary for compliance with a legal obligation to which we are subject in our quality as controller, (for example, obligations derived from [the European regulation regarding the rights and obligations of railway passengers](#), and [the general terms and conditions of transportation for railway passenger services](#)).

- an interest recognized as legitimate.

4. Where your data are processed, are they transmitted?

These data are shared with some of our internal departments in strict compliance with the assignments given thereto, namely:

- The Passenger Activities Department
- The Administrative and Financial Department
- The Legal and Insurance Department
- The Internal Audit Department

With respect to a request for reimbursement, your personal data may be transmitted to other transport companies depending on the ticket or the subscription involved.

5. What are your rights regarding your personal data?

Under the conditions specified by the regulation, you have the right to:

- **access** to the personal data we hold on you;
- **have the data rectified** if they are inaccurate or incomplete;
- **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 we need 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;
- **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;
- **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).

6. How can you contact us and 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 www.cfl.lu website, by clicking on the link 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.

The undersigned certifies that the aforesaid data are accurate; that he/she is the legitimate owner of all of the appended documents; and that he/she took note that the original documents cannot be returned.

The undersigned certifies that he/she has read the note informing him/her how his/her personal data are processed.

Location and date*

Signature*

*mandatory fields